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Dental Priority Service

Uninterrupted Production. Unmatched Support.

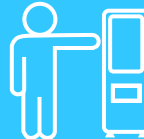
Stratasys Dental Priority Service keeps your dental lab running at peak performance, providing comprehensive support tailored for your success. Benefit from guaranteed rapid response, expert support, and maximum uptime.

What You Get With Dental Priority Service:



24/7 Smart Monitoring:

Connected printers allow for real-time diagnostics and proactive solutions* to optimize uptime, while analytics boost operational efficiency



Rapid On-Site Response:

When on-site support is needed, we work to get an experienced technician to your lab within one business day from dispatch²



Dedicated Dental Hotline:

Same business day expert assistance from our dedicated dental support team to answer your questions and provide solutions quickly



Proactive Updates & Maintenance:

Regular hardware and software updates plus preventive care and regular inspections keep your printers running smoothly, reducing the risk of unexpected downtime



IoT Connected Printers That Work For Your Business

Stratasys's connected, smart technology is your silent partner in running a more efficient, data-driven dental lab thanks to advanced, real-time monitoring systems.

- ✓ Detailed analytics on uptime, efficiency, consumption and more
- ✓ Identification and resolution of issues before they impact production*
- ✓ Remote troubleshooting access to minimize downtime and maximize productivity
- ✓ Secure, encrypted data transmission

Additional Advantages:

- Backup printing service ensures continuous production
- Ongoing training with industry experts
- Comprehensive spare parts coverage, including replacement of defective parts and discounted PolyJet™ print heads
- Fixed contract service costs for easy budget planning and visibility



Considering a Stratasys partnership?

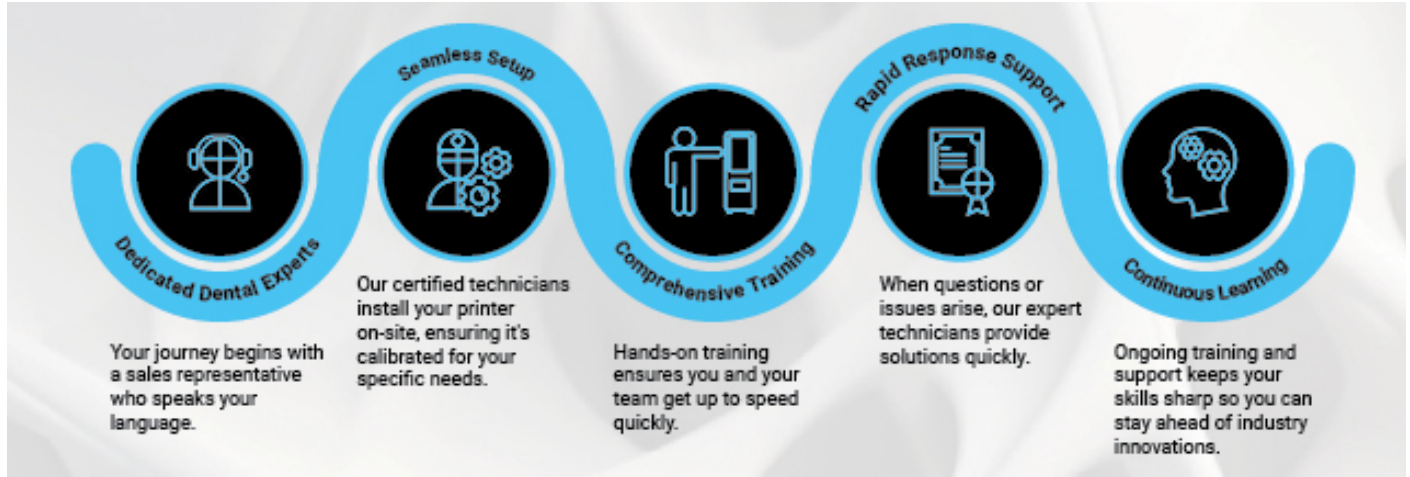
Schedule a consultation



* Scheduled to be in production in 2025.

Expert Support At Every Step: What It's Like To Be A Stratasys Customer

When you become a Stratasys customer, you're not just buying a printer – you're beginning a long-term partnership built on comprehensive support at every step. We're committed to ensuring that your machines run smoothly AND that your entire business thrives – working with you to optimize operations, drive growth and continuously enhance efficiency.



“The support that we get from Stratasys is very quick and very reliable.”



Ilan Sapir
Glidewell Laboratories

“What I love about Stratasys is that they are always there to support us whenever we need. If we have an issue, they send support on site very quickly. There is always someone to talk to.”



James Dobson
Dobson Ortho Labs

“We've just been blown away with the products and the support that Stratasys has given us over the years.”



Tra' Chambers
Express Dental Laboratory

Key Service Features	Dental Priority Service (available for DentaJet™ Series and Origin™ printers in the US only)	Time & Material (No Service Contract)
Smart Monitoring Connection	✓ Included ¹	
Dedicated Phone Support Line	✓ Dedicated dental line	Standard process
On Site Support	✓ Included	Pay per need
On Site Support Response Time	✓ 1 business day from dispatch ²	No commitment
Training & Education	✓ Included	Available
Backup Printing Service	✓ Included ³	
Preventive Maintenance Kits and Labor	✓ Included ⁴	Pay per need
Spare Parts (including replacements)	✓ Included ⁵	Pay per need
Print Heads (DentaJet Printers)	✓ 16% discount	Pay per need
Hardware Updates	✓ Included	
Software Updates	✓ Included	
Point of Sale Discount	✓ Available	
Warranty	✓ 1st year included	1st year included
Renewals - Multi Year Discounts	✓ Available	
Annual Installments/Payments	✓ Available	

¹ To qualify for Dental Priority Service, system must be connected to GrabCAD IoT Platform.

² Dispatch determination at the discretion of the dedicated hotline service team after customer engaged troubleshooting. Does not include defined user maintenance activities. Not available in all geographic areas.

³ Backup printing service is available if the problem cannot be resolved remotely within the first day. The customer is responsible for covering materials and shipping costs at the end of the backup printing period.

⁴ For J3 and J5 DentaJet, every 2 years or every 3400 hours of printing. For DentaJet XL, every year or every 1700 hours of printing. Other routine maintenance activities are the responsibility of the operator and are not included (see Routine Maintenance Schedule in the User Guide).

⁵ PolyJet DentaJet Series and Origin™ One Dental Printers spare parts are included. Service consumables are not included.

