



Product End of Life (EOL) Policy and Process

Products reach “End of Life” due to reasons such as changes in market demand, availability of parts, or being replaced by newer products. This document describes the Stratasys Product End of Life process, which consists of three steps: End of Product Sales, End of Service Contract Sales and End of Service.

The intent of this process is to assist customers with planning their parts inventory and to communicate the remaining service options for products nearing the end of their availability and support.

End of Product Sales:

A Product Notification will be issued by Stratasys prior to discontinuation of sales of a product. The Product Notification will specify the date for End of Product Sales, as well as the minimum time frame before occurrence of End of Service Contract Sales. The End of Product Sales is the date after which no additional orders for the product will be accepted. The End of Service Contract Sales is the date on which 1-year service contracts for the product will no longer be offered for sale by Stratasys.

Replacement parts, spares and consumables will continue to be available for sale after the End of Product Sales Date for a period lasting, at least until the End of Service date.

End of Service Contract Sales:

Service contracts for products will be accepted for a minimum of four (4) years after their End of Sales date. Service contracts may be accepted for up to six (6) years for some products, as determined by Stratasys.

Initial notice of the minimum time frame for accepting Service Contract sales will be indicated in the End of Product Sales notification and on the Stratasys web site. That minimum time may be extended by Stratasys if market conditions warrant.

End of Service:

Stratasys may end service for a product following a minimum of five (5) years and up to seven (7) years after the End of Product Sales date and one (1) year after the End of Service Contract Sales date. Although every effort will be made to service products as long as feasible, End of Service may be required due to unavailability of replacement parts.

Following the End of Service date, Stratasys will make every feasible effort to provide extended service and parts for those products. However, availability of required replacement parts cannot be guaranteed during the Extended Service Period. See Stratasys Extended Service Policy for details.

This policy is effective for products reaching End of Product Sales after January 1, 2014. Please contact your Stratasys Representative if you have further questions.

This policy only pertains to Stratasys PolyJet and FDM professional 3D Printers.

April 9, 2015