

Extended Service Period for Stratasys Printers

The Stratasys Extended Service Period refers to the final stage of a printer's life-cycle which follows the official "End of Service" date. During this period, Stratasys will endeavor to supply printing materials, spare parts, labor and technical support for printers that reached "End of Service" stage. However, Stratasys will not offer service contracts for these "End of Service" Printers, and service will be provided on a "case-by-case" basis.

For purposes of this process "Case-by-case" support means that response time might be longer than usual and that you will incur costs for parts and labor at Stratasys then current rates. Stratasys does not guaranty the availability of spare parts and know-how for servicing Printers after the "End of Service" date.

Prior to an on-site service visit under these terms, your Stratasys representative will inform you of the possibility that needed parts and skills might not be available. It will then be up to you to decide how to proceed.

If you operate an End of Product Sales Printer Stratasys 3D printer, check our website to see if the Extended Service Period applies to your system.

<http://www.stratasys.com/customer-support/legacy-products>

The list of "End of Service" Printers eligible for Extended Service will be updated once a year.

FAQ

Q: Are Stratasys representatives obligated to support my printer during the Extended Service period?

A: Stratasys representatives will endeavor to fix your printer, dependent on the availability of parts in stock and Service Engineers with the requisite training. If these resources are not available, Stratasys will not be able to support your printer.

Q: Will Stratasys representatives keep printing materials in stock during the Extended Service period?

A: Yes, Stratasys representatives will keep stocks of printing materials for printers in the Extended Service period.

Q: What should I do if Stratasys representatives are no longer able to support my printer or supply printing materials?

A: You will be referred to a Stratasys sales representative who will be able to offer you alternative commercial opportunities.