

goengineer | SUPPORT

MOJO MAINTENANCE PACKAGES

	EMERALD \$500
Telephone/Email Support	✓
All Machine Parts	✓
SW/HW Upgrades	✓
Labor Included	✓
<p style="text-align: center;">Telephone/Email Support Monday – Friday</p> <p>Digital Manufacturing Technical Support Telephone: 855.470.0647 Email: rpsupport@goengineer.com Digital Manufacturing Consumables Support Telephone: 855.470.0647 Email: supplies@goengineer.com</p>	

*New machines include Emerald maintenance package for 12 months (warranty)

Telephone/Email Support | Monday – Friday

Digital Manufacturing Technical phone/email support

Telephone: **855.470.0647** Email: **rpsupport@goengineer.com**

Digital Manufacturing Consumables phone/email support

Telephone: **855.470.0647** Email: **supplies@goengineer.com**

All Machine Parts are Included (Excluding Parts Deemed Consumables by StratasyS)

- All software and firmware updates to the systems are included.
- Customer can pay for shipment of the machine to and from GoEngineer facility staffed with certified Mojo repair technicians.
- Customer can opt to drop off/pick up system in this instance.
- Wash station and secondary/post processing systems are not included in this maintenance

Travel Fees – travel charge of \$250 if customer requests a technician out on site.

- Travel Charge (100 – 499 miles outside a GoEngineer office) - \$500
 - This applies for any visit, including preventative maintenance visits.
 - For repair visits with customers on maintenance, this charge applies on a “per incident” basis.
- Travel Charge (500+ miles outside a GoEngineer office) - \$1,000
 - This applies for any visit, including preventative maintenance visits.
 - For repair visits with customers on maintenance, this charge applies on a “per incident” basis.

Recertification Process / Fee (\$700)

- Machine must be in good working condition
 - Identifying and repairing defective parts are required prior to a new maintenance contract
 - Recertification fee is waived if a new contract is put in place within 30 days after a repair.
 - *Working condition, meaning the system is operational. This includes but is not limited to the following: the printer is not missing parts, has not been dismantled, and/or has not sustained major damage, and the major components of the system (such as the mechanical and electrical components) function properly."
 - Replacement parts ordered within 30 day days of the recertification are not covered under the maintenance contract.
- StratasyS requires a Recertification Acknowledgement Letter to verify recertification eligibility.