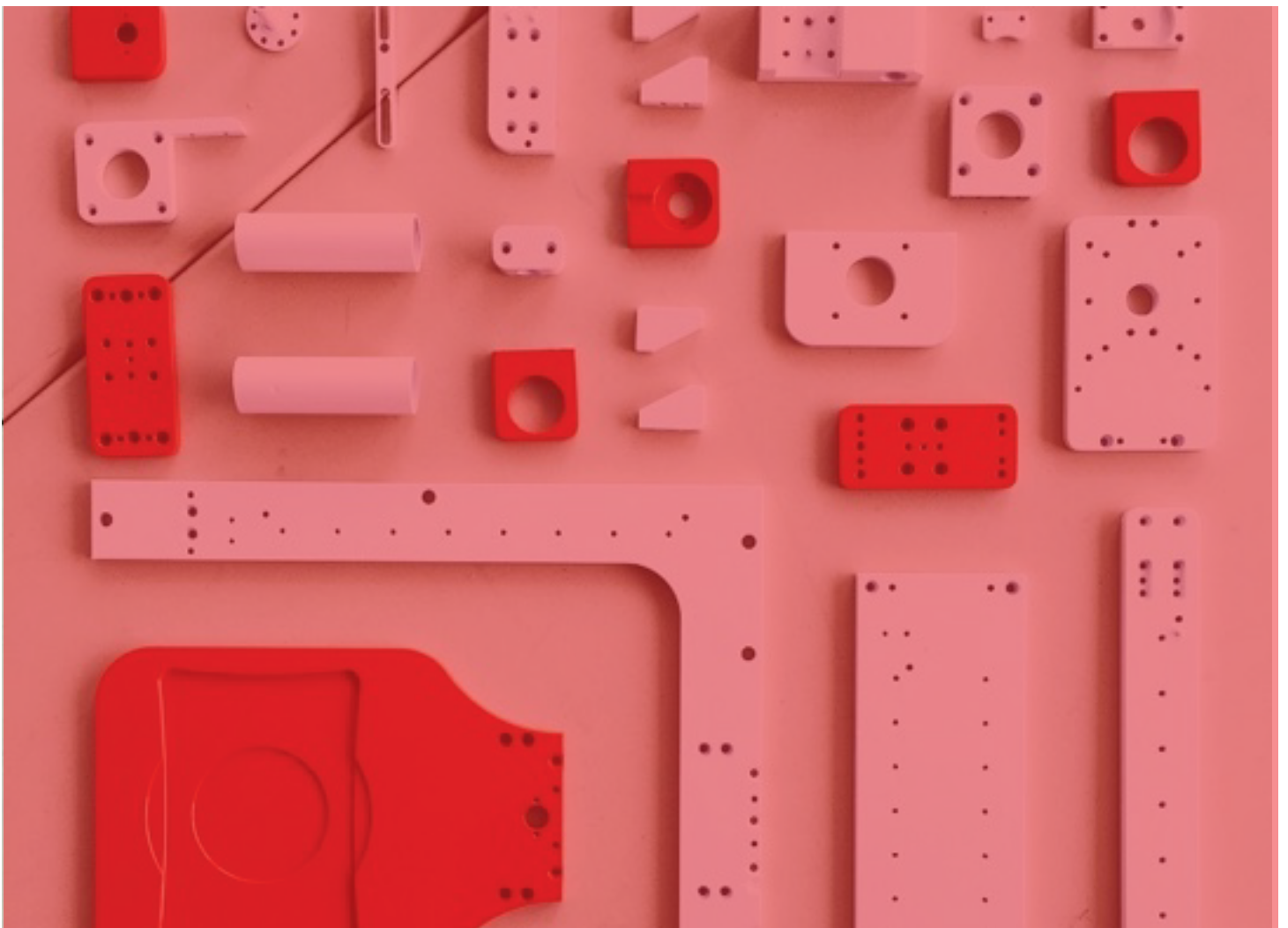


## Allevi by 3D Systems Instrument Service Plans

Our tiered service plans help optimize productivity and minimize downtime with reliable service for instrument maintenance. Protect your bioprinter investment and extend service coverage beyond the standard 1-year warranty by selecting the coverage that meets the needs of your business.



Technical support engineers are here to provide you with unlimited one-on-one support for all of your troubleshooting needs as well as arm you with the tools and knowledge necessary to get the most out of your bioprinter. Our field engineers are highly trained and experienced to support you bioprinter remotely or on-site, with priority service depending on your service contract level.

FEATURES	BASE	EXTENDED	ELITE
Phone and email technical support	✓	✓	✓
Software and firmware updates*	✓	✓	✓
Printer depot repair or replacement	✓	✓	✓
Spare part replacement coverage	✓	✓	✓
Instrument upgrade discounts		✓	✓
Expedited replacement or loaner instrument (within 48 hours)			✓
In-person installation and onboarding			✓
Yearly preventative maintenance visit			✓

\*Some software updates are dependent on software subscription tier

### Base Warranty Service Plan

A standard base 1-year warranty is included with every new Allevi by 3D Systems instrument purchase, along with a virtual installation and basic training session. We also offer several tiered service plans to enhance the coverage offered by the base warranty or extend service coverage beyond the first year.

- Remote system performance checks and troubleshooting support as needed
- Printer software and firmware updates
- All parts, labor, and logistics in the event of an instrument requiring service or repair
- Full support coverage for part repair or replacement due to instrument failure
- Remote guidance of system disassembly and reinstallation for instrument relocation as needed and packaging materials

Instruments not covered by a service plan under warranty will pay the bench fee for any repair of their Allevi by 3D Systems instrument.

### Extended Coverage Service Plan

The Extended Coverage Service Plan includes full service and repair if the instrument is determined to fall outside of the expected performance criteria or evaluated technical specifications at the discretion of the Allevi Customer Success Team. The Extended Coverage Service Plans includes the base coverage and the following additional features:

- Discounts on advanced applications training
- Trade-in discounts available for new instruments
- Advanced notice of new instrumentation
- Next Business Day parts shipping

### Elite Coverage Service Plan

In addition to the services listed under the extended warranty package, the elite warranty coverage offers:

- Hot swap repair- loaner or replacement instrument will be shipped within 48 hours of instrument failure
- In-person installation and onboarding
- Allevi Field Application Engineer will go onsite within 48 hours to perform any repairs or swap out the instruments
- Yearly onsite PM visit to perform preventative maintenance

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All attempts will be made to resolve instrument support requests first through remote diagnostics and troubleshooting by the Allevi Customer Success team. With coverage under the Service Plan, support requests involving instruments that fail will be efficiently resolved through a Depot Service workflow, allowing for rapid response and resolution with minimal instrument down time.

Allevi by 3D Systems reserves the right to choose whether affected instruments are repaired on site, repaired by Depot Service, or replaced with qualified, fully reconditioned instruments.

Prior to instrument service, labs must comply with remote and/or onsite diagnostics and instrument support triage.

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### Learn More

For more information, contact your Allevi by 3D Systems Customer Success Representative at +1 (833) 550 3673 or by emailing [support.allevi3d@3dsystems.com](mailto:support.allevi3d@3dsystems.com).



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