

## ANNUAL MAINTENANCE PLAN

Computer Aided Technology, LLC (CATI) has established this plan for certain post-warranty system maintenance services with the objective of maintaining optimal performance of Customer's 3D printer manufactured by Stratasys.

### 1. Coverage

- a. **Products Covered** – This maintenance plan covers uPrint, Dimension, F123, and Fortus product lines serviced by CATI.
- b. **Support** – Remote phone and email support is provided by CATI to assist the customer in their efforts of printer maintenance, calibration, repair, and operation.
  - i. CATI support operational information, including contact information and hours of operation, can be found on our website [www.cati.com/support](http://www.cati.com/support).
  - ii. Support efforts can be initiated by the customer through email, phone, or web-portal.
  - iii. The goal of the CATI support team is to respond within 2 hours of receiving a support request.
    1. While it is our goal to respond to support request within 2 hours; times of high call volume, after-hours requests and other factors can inhibit these efforts and extend response times.
- c. **All post processing units** including but not limited to, Clean Station, Post Process, Stradivarius, and SCA 1200 and 1200HT model machines are not covered.
- d. **Service and Repair**
  - i. **Parts** – All parts required to return the printer to normal operation will be replaced when determined non-functional by a CATI service or support technician.
  - ii. **Print head replacement** is limited to 2 replacement print heads per maintenance term for F123 series printers.
    1. Additional print heads are provided at a 16% discount from list price.
    2. Orders must have notation of discount from customer for online or phone orders.
  - iii. **Labor** – Cost of labor is covered for all service and repairs covered.
  - iv. **Expenses** – All expenses incurred in the process of service or repair are covered.
  - v. **Hardware Updates** – All hardware updates including Field Change Orders, Platform updates, and manufacturer required hardware replacements are covered.
  - vi. **Software Updates** – All software and firmware updates available for the printer and software supplied with the printer are covered via digital download from CATI or Stratasys.
  - vii. **Exclusions:**
    1. All printer materials are excluded.
    2. Parts, labor, and expenses incurred in servicing or repairing a printer that malfunctions due to abuse, accidental damage, operation outside prescribed parameters, unauthorized modification or alteration, or due to any external cause such as fire, flood, or other intervening causes are excluded.
    3. Any software, including operating system, other than software provided by the printer manufacturer that operates in conjunction with the printer is excluded.
  - viii. **Response Time** – Our goal is to have a service technician on-site within 2 days of meeting the following requirements:
    1. The support technician is confident that either all practical remote troubleshooting has been completed or troubleshooting has unveiled an issue or issues that are probable causes for the problem at hand.
    2. The support technician has received all requested information from the customer to adequately troubleshoot and diagnosis the printer.
    3. All “User Level” activities pertinent to the troubleshooting and repair of the machine have been exhausted.
    4. Confirmation has been received from the printer manufacturer that all parts required for the service visit have been shipped and will be available for use on the day that the service visit is scheduled.
    5. While the goal of CATI is to be on-site within 2 days, there are factors out of our control that can affect this commitment; delays incurred due to customer schedules, delays in shipping, delays in response from support teams of the printer manufacturer, and weather are all examples of situations and events that can extend the response time.
- e. **Preventative Maintenance** – If going onsite for service, a PM kit may be ordered to include with that visit if applicable. All machines are entitled to one preventative maintenance service visit per contract year. It is incumbent upon the customer to initiate those requests for the preventative maintenance service.

## 2. Customer Responsibilities

- a. The customer will maintain and operate all equipment as specified by the site prep guide and/or user manual specific to that equipment.
- b. The customer will maintain the equipment site environment as specified by the site prep guide and/or user manual specific to that equipment.
- c. During the Warranty/Maintenance period; only Strasys certified consumables and parts will be used on equipment covered under this plan. If, during the warranty/maintenance period, non-certified consumables or parts are used the warranty or maintenance plan is void.
- d. During the Warranty/Maintenance period; only Strasys certified service technicians may perform maintenance or repair services for equipment covered under the plan. If, during the warranty/maintenance period, and unqualified person performs maintenance or repair services the warranty or maintenance plan is void.  
Exceptions:
  - i. Any maintenance, repair or calibration specified in the Site Prep Guide or User Manual as "User Level".
  - ii. Any maintenance, repair, calibration, or troubleshooting steps requested by a service or support technician from either CATI or Strasys.
- e. The customer will be expected to perform all "User Level" CRU part replacement including but not exclusive to:
  - i. Extrusion Tip and Shield Replacement
  - ii. Flicker Brush Assembly
  - iii. Print Engine replacement
  - iv. Model and Support Tip replacement
- f. The customer will be expected to make at least one trained staff person fully available to CATI personnel for purposes of assisting with any telephone or on-site maintenance or repair services to be provided in accordance with this plan. The customer is responsible for clearing head jams, replacing tips, and other regular maintenance producers as covered in our formal training and listed above. In the event CATI is called in for service and consumable parts are replaced or needed, CATI reserves the right to bill at \$150 per hour on-site (1 hour minimum, billable in increments to the closet hour), plus \$1.50 per mile for travel expenses. Credit card Authorization Form required to guarantee payment of all charges for these expenses. Consumable parts and disposable materials are not covered under this contract except as noted above.
- g. Consumables lost due to printer diagnostics or malfunction is not covered under warranty or maintenance.
- h. The customer is expected to backup any applicable data prior to a service engagement. Neither CATI nor Strasys will be responsible for data loss or data reconstruction.
- i. The customer will be expected to return any parts to Strasys that are required per the Strasys RMA (Return Merchandise Authorization). If RMA parts are not returned, customer will be responsible for cost of parts.
- j. Use of any expired or third-party materials at any time can void both this maintenance plan and the manufactures machine warranty.

## 3. Up-Time Guarantee

- a. In the event that a printer is not operational within 2 days of a service technician being onsite; CATI will print parts discounting the service to include the material cost only.
  - i. Services will be quoted and must be paid for prior to printing.

## 4. Service Discounts

- a. Outside the aforementioned Up-Time Guarantee printing services are offered a 10% discount from list price.

## 5. Portability

- a. Any sale of the equipment covered by this plan voids the plan immediately. CATI will no longer be responsible for maintenance or repair. To regain coverage the new owner must purchase a new maintenance plan. A printer recertification will be required to re-establish a maintenance plan.
- b. Relocating the printer to a location or facility outside of the CATI service area will void this maintenance plan. Another service provider must be engaged to initiate and continue maintenance for the printer. There will be no refund for the remaining "unused" period of this maintenance plan.

## 6. Limitation of Liability

- a. Except for the limited warranty provided with the equipment at the time of purchase, CATI makes no warranties of any kind either expressed or implied regarding the equipment, software and/or any services, or parts supplied hereunder. CATI expressly disclaims any implied warranties of merchantability or fitness for any particular purpose.
- b. Nothing in this agreement will require CATI to provide any external electrical work or equipment relocation.
- c. Nothing in this plan will hold CATI responsible for equipment reconditioning, refurbishing, repairs, or adjustments due to abuse, modification, alteration, or due to any external cause such as fire, flood, or other intervening causes (collectively "Extraordinary Repairs").



- d. Customer will remain solely liable for ensuring that its data and files are adequately documented for backup purposes. CATI will not be liable for any lost data or data reconstruction costs.
- e. In no event will CATI be liable for any damages, including any lost profits, downtime, lost savings or other special, incidental, or consequential damages however caused, even if CATI has been advised of the possibility of such damages.
- f. Computer Aided Technology, LLC will follow all safety requirements which are outlined in the Stratasys training course regarding machine maintenance and handling of material. CATI can provide a Certificate of Insurance as needed. CATI is not subject to customers safety requirements such as, but not limited to, drug testing, company inspections or service personnel being responsible for knowledge of customers internal safety requirements, etc. CATI will not be required to submit any CATI safety programs to customers prior to providing service.
- g. The terms of this maintenance plan are subject to change at any time without notice.

#### **7. Maintenance Fees; Renewal Term**

To continue coverage of this maintenance plan, the customer must pay a one-time, nonrefundable maintenance fee within 30 days from the expiration date, which will entitle customer to specified maintenance services for a one-year period from the date hereof. This plan will be subject to automatic renewal for an additional twelve-month period, which can be accepted by the customer each year upon payment of the CATI then current renewal fee prior to expiration of the current term of this plan. In the absence of any renewal the maintenance plan is expired, and no service or repair will be provided under contract obligations.

#### **8. Renewal of Lapsed Contract**

A customer wishing to re-engage a Maintenance Plan after being off maintenance will be subject to a recertification fee as well as the cost of parts, labor, and expenses required to bring the printer back to factory specifications.