



FDM Maintenance Contract Options

available for Fortus® 250 / 360 / 380 / 400 / 450 / 900
also available for Stratasys® Titan / Vantage / eT / eV

	PRIME	CHOICE	SELECT	
SUPPORT	unlimited phone support	call center services 8 AM - 5 PM (business days)	call center services 8 AM - 5 PM (business days)	call center services 8 AM - 5 PM (business days)
	emergency service visits	on-site visit within 2 business days 8 AM - 5 PM (business days)	on-site visit within 2 business days 8 AM - 5 PM (business days)	
	preventative maintenance visit	preventative maintenance performed by a PIVOT service representative at OEM maintenance intervals of 2/YR	PIVOT service representative will perform the first preventative maintenance (PM) visit and provide training to customer for subsequent PM and customer replaceable units (CRU) installations *see attachment for CRU parts	preventative maintenance performed by a PIVOT service representative at OEM maintenance intervals of 2/YR
	priority service scheduling	customer will receive priority scheduling of a PIVOT field service representative after an issue is reported and the need for an on-site service visit is determined	customer will receive priority scheduling of a PIVOT field service representative after an issue is reported and the need for an on-site service visit is determined	
PARTS	preventative maintenance kits	6 month and 12 month kit included	6 month and 12 month kit included	6 month and 12 month kit included
	parts	replacement of all defective or worn machine parts	replacement of all defective or worn machine parts	
	print heads	replacement print heads	replacement print heads	
	software updates	software updates that become available during the maintenance period		