



## Get Personalized Service with Dental Priority

Customer care  
designed around  
you and your business.





# Dental Priority

Dental Priority<sup>[1]</sup> is our exclusive service program for Stratasys dental customers. The program is structured from the ground up to enable fast response and short resolution time, to fit the demanding needs of your dental lab.

## Included Support Services

- ✓ Dedicated dental call center support services (8:30 a.m. to 6 p.m. CST, weekdays)
- ✓ On-site service within one business day by a certified Stratasys dental service technician
- ✓ Backup printing (if required)
- ✓ Periodical preventive maintenance
- ✓ 50% off available training courses

## Included Spare Parts Services

- ✓ Replacement of all defective machine parts<sup>[2]</sup>
- ✓ Proactive hardware updates
- ✓ Proactive software updates
- ✓ 16% discount on PolyJet™ print heads

<sup>[1]</sup> Offered only in the US for direct Stratasys serviced customers.

<sup>[2]</sup> Origin™ One Dental and PolyJet™ DentaJet Series Printers spare parts are included. Service consumables are not included.



Take advantage of promotions and installment options with any multi-year contract.

# Redefining Customer Support

Unlock the full potential of your business with Dental Priority, enjoy priority customer service and support for your Stratasys dental 3D printers.

## Key Benefits of Our Service Contracts:

- ✓ **Production continuity** - Multiple measures and tailored processes, all carried out by a dedicated dental service professional to ensure minimal downtime and disruption to your business.
- ✓ **Plan Your Annual Budget** - With Dental Priority, your service costs are fixed for the entire duration of the contract, guaranteeing comprehensive support, spare parts, and backup printing when necessary.
- ✓ **Guaranteed immediate assistance** - When you purchase Dental Priority, you are guaranteed on-site support within one (1) business day by a certified Stratasys dental technician to safeguard printer uptime.
- ✓ **Tailored Service** - Each visit is monitored through our ERP & CRM systems to guarantee that it's an experience that's built around you and your needs.

## Work, Don't Wait

We know you'd rather be working than waiting for support. That's why our Dental Priority Care contracts are proactive. You'll get proactive software and hardware updates to make sure you're always up-to-date and secure. We also provide preventive maintenance to minimize downtime.

## Enjoy Peace of Mind

When things do go wrong, we want to resolve the issue quickly. With certified Dental customer support engineers available nationwide pre-equipped with the relevant tools and replacement parts, we can ensure that your needs are met and issues are resolved quickly and efficiently.

## Get Answers Quickly

Our customer service is designed to help you get the most out of being a Stratasys customer. When you call our customer care center, we'll quickly connect you with someone who truly understands your issues and will deliver the answers you need.



## Give Us Your Feedback

By listening to our customers, we only get better. That's why we ask for your feedback after any on-site visit or support call and hold a global customer satisfaction survey every year. Plus, if your company would like to be selected for beta testing trials, you could help steer how we innovate new materials and products for our next generation of 3D printing solutions.

# Enjoy Priority Service and Support

| Key Service Features                    | Dental Priority Care (Including Warranty <sup>[3]</sup> ) | Time & Material (No Service Contract) |
|-----------------------------------------|-----------------------------------------------------------|---------------------------------------|
| Dedicated Phone Support Line            | ✔ Dedicated Dental line                                   | ✖ Standard line only                  |
| On Site Support                         | ✔ Included                                                | ✖ Pay per need                        |
| On Site Response Time                   | 1 Business Day                                            | No Commitment                         |
| Preventive Maintenance Kits and Labor   | ✔ Included                                                | ✖ Pay per need                        |
| Spare Parts (Including replacements)    | ✔ Included                                                | ✖ Pay per need                        |
| Printing Heads (Polyjet Dental systems) | 16% discount                                              | ✖                                     |
| Hardware Updates                        | ✔ Included                                                | ✖                                     |
| Software Updates                        | ✔ Included                                                | ✖                                     |
| Training*                               | 50% discount                                              | ✖                                     |
| Backup Printing**                       | ✔ Included                                                | ✖                                     |
| Point of Sale Discount                  | ✔ Available                                               | ✖                                     |
| Renewals - Multi Year Discounts         | ✔ Available                                               | ✖                                     |
| Yearly Installments/Payments Available  | ✔ Available                                               | ✖                                     |

<sup>[3]</sup> First year post purchase the printer is covered under warranty, regardless of service contract selection.

\* User training courses (Operator Level 2) available at Stratasys premises while under maintenance agreement. Customer can convert to on site course at a discount

\*\* Service is available if Stratasys did not manage to solve the problem remotely on the 1st day. Customer will be charged for the material usage and shipment of the part(s) at the end of the backup printing period.

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