

Fuse Series Complete Service Plan

Maximize your return, protect your investment, and eliminate unexpected costs with our service plan for Fuse Series SLS 3D printers and the Fuse Sift.

formlabs 
AUTHORIZED PARTNER

 **3D-MODEL**



"Formlabs' customer support has been fast, efficient and has followed the incident to the last step necessary for its complete resolution."

Jesus Lozano Rogado,
Extremadura University

"The answer to my email came within an hour, my contact person was extremely friendly and helpful in every step. In my industry (Medtech) I have never experienced such good customer service as I have gotten from Formlabs."

Maximillano Gutierrez,
IOLUTION GmbH

Tailored for professionals, Formlabs service plans are designed to meet the needs of your business and deliver a rapid response to critical issues. Our Fuse Series Complete Service Plan is backed by a dedicated team of certified workflow-trained support representatives.

Eliminate the Unexpected

Maximize your return, protect your investment, and eliminate unexpected costs with our service plan for Fuse Series SLS 3D printers and the Fuse Sift.

WORRY-FREE WARRANTY COVERAGE AND REPAIRS

Our team will work with you to quickly resolve any issues through remote support, including shipping replacement parts free of charge. If we determine that an onsite visit is necessary, Formlabs or your certified local partner will send a Certified SLS Expert to your facility at no extra charge.

DIRECT PHONE AND EMAIL SUPPORT

You'll have phone and email access to Certified SLS Experts during business hours.

PRIVATE REMOTE TRAINING

Join a private remote training session with a Certified SLS Expert to make sure your team gets up and running smoothly.

UP TO FIVE YEARS OF COVERAGE FOR YOUR ENTIRE FLEET

The Fuse Series Complete Service Plan offers one, two, three, or five years of support that can be renewed at your discretion. Purchase more years upfront for additional savings.

ANNUAL PREVENTATIVE CHECKUPS

Get an annual onsite visit from a trained expert to perform routine maintenance so you can stay focused on running your business.

ONSITE TRAINING AVAILABLE TO PURCHASE

Get to know your printer and post-processing on your home turf with a customized training session defined by your needs, enabling you and your team to become SLS experts in no time.



Fuse Series Complete Service Plan Benefits

Coverage	Each plan includes support for one Fuse Series printer and a Fuse Sift.
Warranty	One, two, three, or five years
Printer/Component Replacement	Included
Direct Phone Support	Available Monday through Friday, 9 am - 6 pm ET and CET. Multilingual support in English, German, Italian, French, and Spanish.
Annual Preventative Checkups	An annual onsite visit from a trained expert to perform routine maintenance.
Training	Customized remote training
Onsite Repairs	Within five business days

Fuse Series Delivery Options

Delivery options are sold separately from Fuse Series printers, Fuse Sift, and Service Plans. Fuse Series printers and Fuse Sift are delivered on multiple pallets, which may require special equipment in order to be installed at your desired location. Formlabs recommends choosing the Ready to Plug Delivery option if you 1.) lack facilities to receive multiple pallets or 2.) may have difficulty moving and assembling heavy, sensitive equipment within your location.

ON THE DOCK DELIVERY

Your Fuse Series printer and Fuse Sift will be delivered to your loading dock. You will be responsible for moving the systems to their desired locations, unpacking, assembly, and setup. Note: The printer and Fuse Sift arrive on multiple pallets and will require the ability to level and lift 250 lb (115 kg) from ground level to over 2 ft (60 cm), (115 kg) from ground level to over 2 ft (60 cm).

READY TO PLUG DELIVERY

Your Fuse Series printer and Sift will be delivered to the room of choice, unpacked. The printer will be set on the assembled stand. The carrier will contact you to finalize an appointment and building requirements.