

# ESSENTIUM SUCCESS PLANS

Essentium success plan packages are designed to provide enhanced support and proactive maintenance to optimize your experience with our products and services.

	NO SUCCESS PLAN	SILVER SUCCESS PLAN	GOLD SUCCESS PLAN	PLATINUM SUCCESS PLAN
<b>ISSUE RESOLUTION</b>				
<b>Support Response Time</b>	2 business days	1 business day	6 business hours	4 business hours
<b>Remote Login Support</b>	Per occurrence	Included	Included	Included
<b>Remote Troubleshooting</b>	Remote rate	Included	Included	Included
<b>On-site Support</b>	Per occurrence + travel	Per occurrence + travel	2 per year	4 per year
<b>Preventive Maintenance Kit</b>	At Cost	Included	Included	Included
<b>Extended Warranty Service</b>	-	-	Included	Included
<b>Extended Warranty Parts</b>	-	Included	Included	Included
<b>Shipping</b>	No Discount	Standard Rates Apply	Included 2nd Day	Included Overnight
<b>Consumables Discount</b>	No Discount	5% Discount	10% Discount	10% Discount
<b>Materials Discount</b>	No Discount	5% Discount	10% Discount	10% Discount
<b>Labor Rate (\$/hr)</b>	Plan rate	Plan rate	Plan rate (visits not in plan)	Plan rate (visits not in plan)
<b>UPGRADES</b>				
<b>Software Updates</b>	Available for Fee	Included via Remote Support	Included via Remote Support	Included via Remote Support
<b>Customer Installed Updates</b>	Available for Fee	Available for Fee	50% Discount	Included
<b>MISCELLANEOUS</b>				
<b>Training Class (1 per year)</b>	Available for Fee	Available for Fee (Discounted @ HQ)	50% Discount	Included
<b>Online Digital Training Access</b>	Available for Fee	Included	Included	Included
<b>Part Development</b>	Available for Fee	Available for Fee	10% Discount	20 hours included 20% discount after
<b>Backup Printing</b>	Available for Fee	Available for Fee	Available for Fee 10% discount up to 40 hours	Included up to 32 hours (materials/consumables not included)

- All printers come with the 1st year E-Care Gold included (In NA and EU Only, AP sales include the Gold Tier for 1 yr.)
- Customers may switch plans from year to year.
- Any lapse in service plan requires machine recertification at current recertification cost.
- On-site support fees for Silver and Gold Tiers are based on the quoted labor rate, excluding travel cost. Travel within the United States is included for Platinum.
- Quoted labor rates are for NA only.
- Field deployable hardware updates for Silver and Gold Tiers include safety and critical performance related upgrades optional hardware.
- Training @ HQ can be provided for a fee for Silver and Gold Tiers (training provided at customer site is at standard rates.) upgrades can be purchased by customer.
- Training @ HQ can be provided for free for Platinum Tier (training provided at customer site is at standard rates.)