

# Customer Success Plans

Every Markforged 3D printer is engineered for reliability and designed to help you manufacture high-quality parts at a low cost. Markforged Customer Success Plans help you make the most of your investment.

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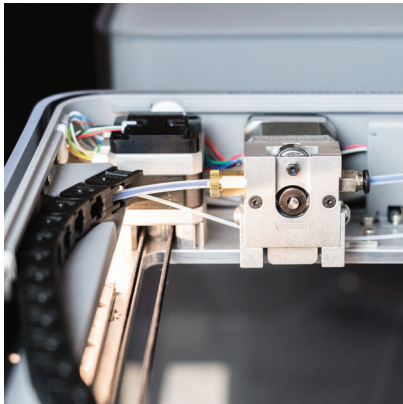


## Faster Response Times

### Success Plan customers receive priority support

Markforged's support team backs our reseller partners. With a Success Plan, you and your reseller receive priority support from 9am to 6pm EST<sup>1</sup>. Parts you need are sent via expedited shipping (overnight where available), inventory is distributed to you first, and we guarantee you an initial response within two business hours so you're up and running as fast as possible.

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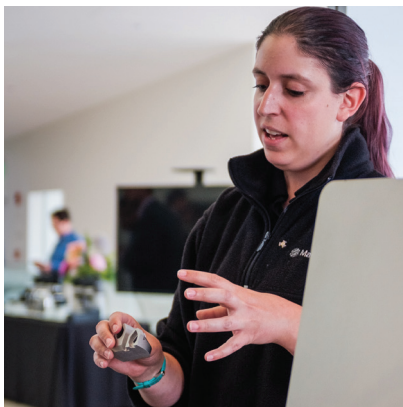


## Lower Costs Per Part

### Parts you need when you need them

Need replacement print heads, Bowden tubes, dry boxes, print beds, bearings, extruders, electronics, or other components? A Success Plan covers you for standard wear and tear or damage on many parts<sup>2</sup>, so you have no unplanned expenses or lengthy purchasing procedures. Discounted materials are also available in bulk with some Success Plans.

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## Expert Advice

### Advanced application engineer consultations

Incorporating new technology into your manufacturing process takes time, but expert assistance can dramatically reduce it. Our experienced application engineers are ready to provide guidance on anything from fiber selection to design for additive manufacturing to print time optimization.

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Additional information on Success Plans, including specific parts covered, can be found at [markforged.com/support](https://markforged.com/support) or by contacting your local reseller.

All terms and conditions are specific to your contract.

<sup>1</sup> First line of support is provided by Markforged employees and value-added reseller (VAR) partners. Specific support services may vary by time zone, nature of the problem, and printer model. Support hours may vary with holidays and weather.

<sup>2</sup> For parts within warranty. Consumable materials and components are not included in Customer Success Plans.

# Part Coverage

## Composites Printers

Component	Wear and Tear	Damage
Bearings	x	
Belts	x	x
Build plate	x	x
Cables	x	x
Circuit boards	x	
Drybox	x	x
Drybox adaptor	x	
Drybox spool holder		x
Fiber bowden tube*	x	x
Fiber extruder worn component*	x	
Fiber feed tube*	x	x
Fiber spool tensioner*	x	
LCD display	x	x
Leveling shims	x	x
Plastic extruder worn component	x	
Plastic filament bowden tube		x
Print head	x	
Sensors	x	
Servo motor	x	
Spool holder and accessories		x
Stage flexures and fastening		x
Stepper motor	x	
Wire harness	x	x
Visor		x

\* except Onyx One and X3

## Wash

Component	Wear and Tear	Damage
Basket	x	x
Belt		x
Cables	x	x
Circuit board	x	x
LCD display	x	x
Sensors and thermocouple	x	x
Wire harness	x	

## Metal Printer

Component	Wear and Tear	Damage
Bearings	x	
Belt	x	x
Cables	x	x
Chamber fan	x	x
Chamber heater	x	
Circuit boards	x	x
Door		x
Feed tubes	x	
Heat sink fan	x	x
LCD display	x	x
Part fan	x	x
Print bed	x	x
Print bed vacuum	x	
Print head	x	
Sheet press	x	x
Sensors	x	
Servo motor	x	
Spool holders and accessories	x	x
Stage flexures and fastening		x
Wipe station (not brushes)	x	x
Wire harnesses	x	x
Vacuum filter		x

## Sinter

Component	Wear and Tear	Damage
Belt		x
Cables	x	x
Circuit board	x	x
Door		x
End caps	x	
Exhaust flex line	x	
Fans		x
Gas control panel	x	
Gas supply panel	x	
LCD display	x	x
Preheat assembly	x	x
Radiation shields	x	x
Sensors and thermocouples	x	x
Setter plate	x	x
Setter rest	x	x
Solenoids		x
Top cover	x	
Tube	x	x
Wire harness	x	