



**EOS System Care Program**  
**Our Flexible Service Packages**  
**at a Glance**



# EOS System Care Program

## The Right Set of Services for Your Production Excellence, a Machine Life-Long

Harness the advantages to be EOS System Care program member right from the beginning:

- Access to the EOS service expertise
- Qualified system care for high value preservation
- Less repair and maximized availability
- Remote capability for fast intervention
- Price advantage for service rates
- Cost transparency and calculable operating expenses
- Concentration on core business



### EOS FullServiceFlex

Your peace of mind with a fully safeguarded system performance

You are integrating our technology into your production facility and want to exploit the full potential of additive manufacturing for your specific industry?



### EOS MaintenanceFlex

Keep your system in optimum condition

You want to preserve system value and ensure optimum system state?



### EOS HealthCheck

The expert assessment of your system

You are already experienced with our technology and have got your own service resources?

## Our Flexible Service Packages at a Glance

		FullServiceFlex	MaintenanceFlex	HealthCheck	Manufacturer's Warranty
EOS Inspection	Inspection on-site	✓	✓	✓	✓
	Co-Inspection	+	+	+	
EOS Maintenance	Maintenance by EOS	✓	✓		✓
	Co-Maintenance	+		✓	
EOS Calibration	Scanner calibration	✓	+	+	
<b>Standard</b>					
	Service hours flat rate	✓			✓
	Service according to effort		✓	✓	
	Spare parts flat rate	✓			✓
	Remote diagnostics	✓	✓	✓	✓
<b>Phone support</b>					
	Mon - Fri (business hrs.)	✓	✓	✓	✓
	8 hours response time		✓	✓	✓
EOS Repair	4 hours response time	✓			
	1 hour response time*	+			
<b>Reaction time on-site</b>					
	Best effort	✓	✓	✓	✓
	Within 3 business days*	+	+		
	Next business day*	+			
<b>Extras</b>					
	Priority support	✓			
	Dedicated service expert*	+			
	On-site engineer*	+			
Travel	Travel cost	+	+	+	+

✓ Integral part of service package

+ Optional component in addition to service package available

\* Subject to local availability & defined rules



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