

 **Co 3D Connect™**  
Service

## Maximize Productivity of your 3D Systems Printer with 3D Connect Service

3D Connect Service provides a secure cloud-based connection to 3D Systems' service teams for proactive and preventative support to enable better service, improve uptime and deliver production assurance for your system. With 3D Connect Service, your system will automatically send alerts to 3D Systems' service teams for immediate assistance in resolving printer defined conditions or exceptions, enabling instant support to solve problems remotely, pre-order parts, and schedule on-site services as required.

### FEATURES

- Active system management
- Proactive service alerts to 3D Systems
- Real time remote diagnosis
- Automatic support case creation
- Intelligent preventative maintenance
- Planned service visits and parts ordering

### BENEFITS

- Avoid build failures and unplanned downtime
- Direct link to 3D Systems support experts
- Improved time to resolution
- Enhanced service experience
- Scheduled maintenance tailored to machine use
- Right part, right time, improved uptime

### 3D Connect Service Delivery Specifications

Service Alerts to 3D Systems Global Customer Services	Service alerts to 3D Systems are generated from pre-defined machine conditions that monitor printer sensor data, build status, and usage of critical printer components. If a condition exists that could affect a build or machine availability, 3D Connect Service creates an alert to be reviewed by service personnel.
Automatic Support Case Creation	Based on severity of the 3D Connect Service alert, a support case will be created on behalf of the customer and diagnosis of the issue will begin.
Proactive Customer Communication	The 3D Systems service team will contact the customer once an alert and/or support case has been created. Service levels are defined in the customer maintenance agreement.
Service Action Plan Generated	A service action plan will be generated for each incident. 3D Systems will determine if additional diagnosis is needed and will recommend actions that are required to prevent or resolve an issue. The recommended service action plan will vary based upon machine condition and diagnosis.
Service Delivered	3D Systems will either provide remote resolution or schedule an onsite visit and pre-order spare parts (if required).
Data Security Assurance	Only printer sensor data and operational information is uploaded to 3D Systems support personnel. Build files and proprietary data are not collected or accessible by 3D Systems personnel. For more details on security, please refer to our 3D Connect Security Whitepaper on <a href="https://3dsystems.com/3dconnect">3dsystems.com/3dconnect</a> .

## 3D Connect Service Availability and Limitations

3D Connect Service is available on select 3D Systems printers. Please check with your 3D Systems sales or service representative for further detail on availability.

3D Connect Service requires installation of the provided 3D Connect Adapter computer on the sub-net or network the printer(s) are on, and the Adapter must maintain an active connection to the internet (can be through a firewall). Multiple security measures are in place to protect your printers and your data—these are described in the 3D Connect Security Whitepaper.

