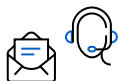
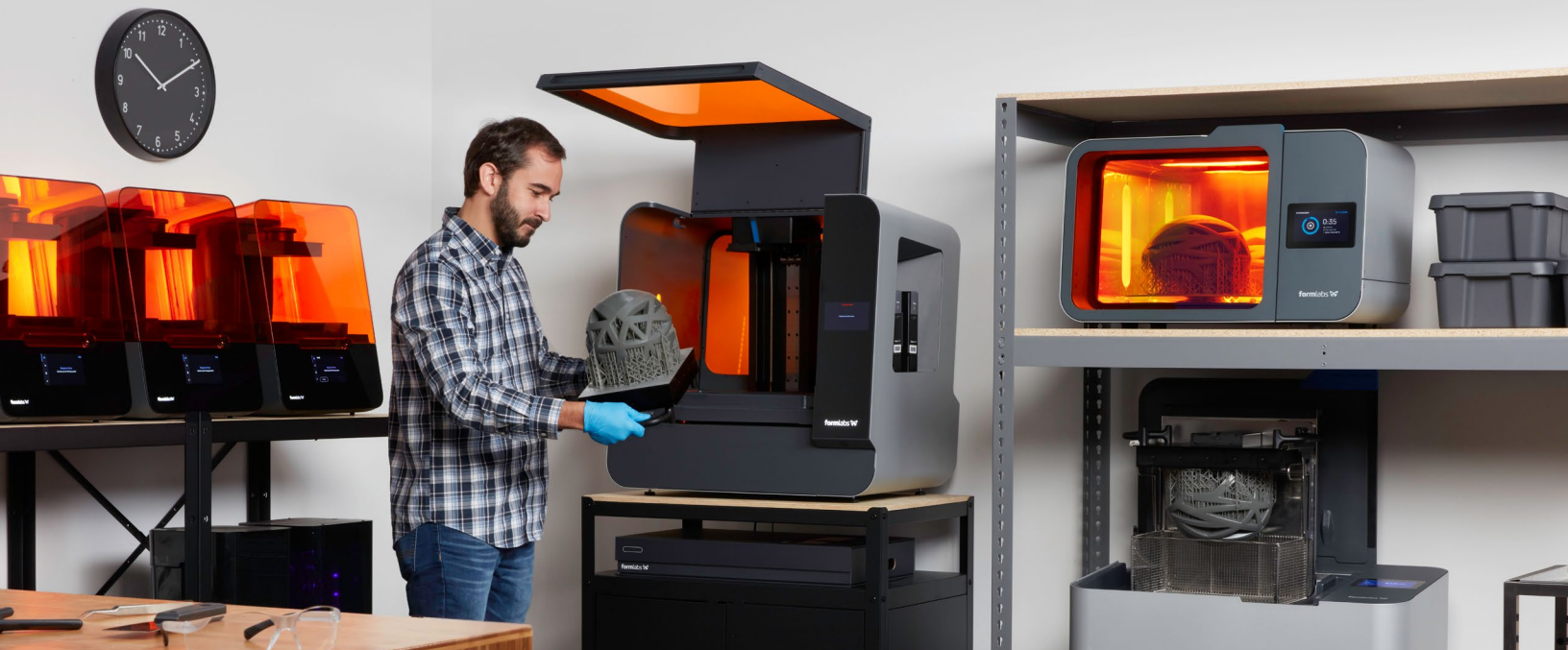


Enterprise Service Plan (ESP)

ESP makes it easy to run multiple printers and maximize uptime by offering a list of professional services and partnering with a dedicated contact for top-tier service. Available for Form 3+, Form 3B+, and Form 3L customers running multiple printers.



Priority access to Enterprise Service Experts

A direct phone line to a dedicated representative and prioritized email support from our staff.



Expedited troubleshooting

Keeping downtime in mind, ESP support team will require fewer troubleshooting before repairing or replacing your printer.



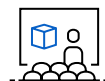
Proactive check-ins

We'll check in on your process and equipment diagnostics every quarter so you can stay focused on running your business.



Spare parts kit

We'll provide a spare parts menu outlining available repair parts for onsite stock. We'll send instructions for part installation upon part purchase and spare parts will be replenished at no cost to you when used on in-warranty printers.



Customized training

A 120-minute training session over video with an Enterprise Service Engineer, customized to you, and demonstrating advanced procedures to quickly and efficiently maintain your printers.



Hot swaps for hardware replacements

Ensure constant uptime: Formlabs will ship you a replacement printer to keep you printing if your printer needs to be repaired or replaced.



Proactive management of printer health

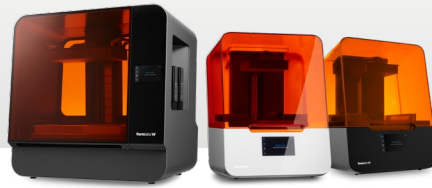
We'll proactively communicate with you about printer health and maintenance. If our team notices errors or problems with one of your printers, we'll proactively reach out to you.



Warranty for the duration of the plan

Enterprise Service Plan extends the one-year warranty included with your printer to the full duration of the plan, and allows for coverage for the lifetime of your printers.

Scale Your Fleet With Confidence



PLAN	BASIC WARRANTY	PSP, MSP, DSP *	ENTERPRISE
Warranty	1 year	Up to 3 years	Lifetime of your printers
Printer/Component Replacement	✓	✓	✓
Priority Email Support	x	Yes, dedicated team	Yes, dedicated representative
Phone Support	x	✓	✓
Printer Hot Swap	x	✓	✓
Expedited Troubleshooting	x	DSP and MSP only	✓
Customized Training Session (Live)	x	60 minutes (PSP) 90 minutes (DSP, MSP)	120 minutes
Proactive Check-Ins	x	Every six months DSP and MSP only	Quarterly
Remote Printer Health Monitoring	x	x	✓
Repair Cost Coverage/EW	x	x	✓
Spare Parts Kit	x	x	✓

PSP: Pro Service Plan. MSP: Medical Service Plan. DSP: Dental Service Plan.

“The Formlabs Enterprise Support team has enabled us to have the highest printer uptime and efficiency, from proactive system monitoring to overnight replacement parts. Using Formlabs products here at Sorenson Engineering we are able to produce rapid, on demand solutions to our manufacturing needs at a cost effective pricing model, while having the support needed to provide high-quality prints and uptime.”

[Sorenson Engineering Inc, Enterprise Service Plan Customer](#)