

# OPTOMECC<sup>®</sup> AFTER SALES SERVICE

Keeping your Optomec system operating at peak performance and keeping your team informed on best practices are keys to leveraging the benefits of additive manufacturing. To ensure your success, Optomec has developed a variety of After Sales Services that are conveniently offered as standalone or packaged services. We believe your success is our success!

## Remote Technical Services

### ▶ Remote System Support

Optomec skilled technicians provide remote assistance for troubleshooting, operation, maintenance, and part replacement. Telephone support is available Monday through Friday, 8:00 AM to 5:00 PM MT.

### ▶ Field Change Orders

Hardware modifications are sometimes made to improve system performance and are made available as Field Change Orders. Field Change Orders are included in all packaged service offerings or may be purchased separately.



### ▶ Software Maintenance

Software revisions or updates to system, application and post processor software are issued on an annual basis to provide improvements to existing functionality and/or bug fixes. These revisions to Customer licensed software are made available to Customers who have purchased annual software maintenance service.

### ▶ Remote Application Support

Optomec application experts provide guidance on material selection and processing techniques to speed application development. Telephone support is available Monday through Friday, 8:00 AM to 5:00 PM MT.

### ▶ Optocare Web Based Support

Optocare™ provides users with on-demand access to system training videos, user forums, and supplier contact information for spare parts and inks/powders. Optocare Prime enables users on annual maintenance to access additional support information including process recipes and an extensive library of application presentations.

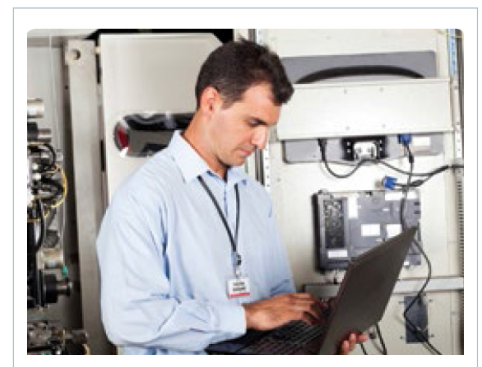
## Onsite Technical Services

### ▶ Preventative Maintenance Service

This comprehensive check-up performed by a skilled Optomec technician is the best way to keep your system operating at peak performance. Travel & living expenses plus materials required to perform the PM are included. PM Service is a standalone service.

### ▶ Field Change Orders

This customized service is tailored to your specific requirements to provide assistance in developing Optomec applications. The service may include software, hardware and application development services conducted at the customer or Optomec facilities. This service is quoted on Statement of Work basis.



## Scheduled Training Classes and Workshops

### ▶ Basic Training Class

This two day scheduled training class provides classroom and hands-on training on the proper operation and daily care of your Optomec system. Ideal refresh for current users or as an introductory class for new operators.

### ▶ Application Development Workshop

This three day on-site hands-on workshop provides guidance on material selection, printing methods and pre/post processing techniques to speed application development. This service is performed by an Optomec application expert and includes travel and living expenses. Ideal for users who are proficient with basic system operation.

### ▶ User Group Meeting

This scheduled event, sponsored by Optomec, provides users with up-to-date information on Optomec technology and latest developments in printed electronics. Meet other Optomec users, hear presentations on new materials, processing techniques and advanced applications, and attend technical workshops at this informative meeting. Registration fee is waived for customers who have purchased an Annual Service Package.



## Optomec Bundled Service Packages

SERVICE ELEMENTS	SOFTWARE MAINTENANCE	REMOTE SYSTEM SUPPORT (RSS)	FULL SYSTEM SUPPORT (FSS)
Control & Post Processor Software Updates	✓	✓	✓
Remote Hardware & Software Assistance		✓	✓
Remote Application Assistance		✓	✓
Field Change Orders		✓	✓
Free Attendance at Optomec User Meetings		One Attendee	Two Attendees
Access Optocare Prime Content		✓	✓
10% Discount on Spare Parts & Other Services		✓	✓
On-site Preventative Maintenance Service			✓

### ABOUT OPTOMECC

Optomec® is a privately-held, rapidly growing supplier of Additive Manufacturing systems. Optomec's patented Aerosol Jet Systems for printed electronics and LENS 3D Printers for metal components are used by industry to reduce product cost and improve performance. Together, these unique printing solutions work with the broadest spectrum of functional materials, ranging from electronic inks to structural metals and even biological matter. Optomec has more than 300 marquee customers around the world, targeting production applications in the Electronics, Energy, Life Sciences and Aerospace industries. For more information about Optomec, visit <http://www.optomec.com>.