

AON3D 2024

Hylo Success Plan Summary

Suppor Category	Details	Description	Hylo™ PRO (US & Canada)
AM Consulting	Operations & Materials	Receive expert assistance with process parameter analysis, slice audits, material selection, and design for additive manufacturing advice.	Included
Remote Support	Phone, Email, and Service Level	Receive expedited hardware & software operational support and troubleshooting assistance.	Direct Phone Number Dedicated Success Manager
On-Site Support	Preventative Maintenance (Scheduled)	An authorized technician performs a scheduled yearly tune-up to keep your machine in optimal condition.	1 Per Year
	Corrective Maintenance (Repairs)	An authorized technician will perform on-site repairs for non-wear / non-consumable components or subsystems if necessary.	Included of Deemed Necessary
Documentation (Online)	Operation & Materials	Access operation instructions, technical documentation, maintenance guides, material guides, and pre-validated material profiles.	Included
	Additive Academy	Enroll new users into our learning management system for on-demand access to our remote training video courses.	Included
Spare Parts	Corrective Maintenance (repairs)	Receive spare parts required to return your machine to operating condition.	Included
Upgrades	Firmware	Receive hardware and user interface updates.	Included
	Hardware (service bulletins)	Get the latest hardware features, reliability improvements, and more.	Included
Warranty	Limited	Receive replacement parts required due to manufacturing defects.	3 Years
	Comprehensive	Receive replacement parts (excluding consumables) required to return your machine to service.	For Duration of Plan