

Warranty Coverage Details

Industry Leading Service

Service hours worked by Engitype Technicians are covered.

With over 70 combined years of experience in the additive manufacturing field, Engitype Service Technicians are the West Coast's most trusted service providers for 3D printing hardware. With the purchase of Markforged Success Plans and Service Plans, all drop-off and onsite service hours are 100% covered so that you can trust your printer to be maintained properly and exceptionally.

Never Stop Printing

Get the consumables and parts you need, when you need.

Markforged Success Plans and Service Plans cover the consumables² and service that you need to keep printing. If you need parts printed while your machine is being repaired, Success Plans and Service Plans grant you use of Engitype's Offload Printing Service⁴, where we print and post-process your parts, and ship them directly to you so your printing schedule is always on track.

Service Warranty Coverage*

Markforged Desktop Printers

	Success Plan	No Success Plan
Drop-off Service ¹	\$0.00/hr	\$75.00/hr
Phone + Email Support	✓	✓
Hardware Coverage ²	✓	X
Offload Printing Service	✓	X

Markforged FX20 Printer

	Service Plan	No Service Plan
Onsite Service	\$0.00/hr	\$250.00/hr
Annual Periodic Maintenance	✓	X
Travel	\$0.00/hr	\$50.00/hr
Mileage	\$0.58/mi	\$0.58/mi
Lodging	0% covered	0% covered
Phone + Email Support	✓	X
Hardware Coverage ²	✓	X
Offload Printing Service	✓	X
Remote Consultation	✓	X
Markforged University Access ³	✓	X

Markforged Industrial Printers

	Success Plan	No Success Plan
Onsite Service	\$0.00/hr	\$125.00/hr
Travel	\$0.00/hr	\$50.00/hr
Mileage	\$0.58/mi	\$0.58/mi
Lodging	0% covered	0% covered
Phone + Email Support	✓	X
Hardware Coverage ²	✓	X
Offload Printing Service	✓	X

Markforged Metal Printers

	Success Plan	No Success Plan
Onsite Service	\$0.00/hr	\$250.00/hr
Travel	\$0.00/hr	\$50.00/hr
Mileage	\$0.58/mi	\$0.58/mi
Lodging	0% covered	0% covered
Phone + Email Support	✓	X
Hardware Coverage ²	✓	X
Offload Printing Service	✓	X

* ✓ denotes that an item is covered under a plan, X denotes a lack of coverage.

¹ "Drop-off Service:" bring your printer to a local Engitype office for repair by an Engitype Service Technician.

² Covers select hardware. See *Success Plan One Pager* for more details.

³ Markforged University Access available for 180 days following shipment of the hardware, *not* the complete duration of the Service Plan.

⁴ Engitype's Offload Printing Service pricing may vary based on materials, market adjustments, and printer/material availability.

Success Plans

Every Markforged 3D printer is engineered for reliability and designed to help you manufacture high-quality parts on demand at the point of need. Markforged Success Plans help you make the most of your investment.

Faster Response Times

Success Plan customers receive priority support

Markforged's support team backs our reseller partners. With a Success Plan, our partners receive priority support from 9am to 6pm EST¹. Parts you need are sent via expedited shipping (overnight where available), inventory is distributed to you first, and we work to get you a response within two business hours to ensure you are up and running as fast as possible.

Part Coverage

Composite Printers

Component	Wear and Tear	Damage
Belts	x	x
Cables	x	x
Circuit Boards	x	
Dry Box	x	x
Dry Box adaptor	x	
Dry Box Spool Holder		x
Fiber Bowden tube*	x	x
Fiber Extruder worn component*	x	
Fiber Feed tube*	x	x
Fiber Nozzles	x	x
Fiber Spool Tensioner*	x	
LCD Screen	x	x
Leveling Shims	x	x
Motor Assemblies	x	
Plastic Bowden tube	x	x
Plastic Extruder worn component	x	
Plastic Nozzle	x	x
Print Bed	x	x
Print Head**	x	
Pulley Kit	x	
Sensors	x	
Spool Holder and accessories		x
Stage Couplings		x
Visor		x
Wire Harness	x	x

*Except Onyx One and X3

** Print Head subject to Terms and Conditions

Sinter

Component	Wear and Tear	Damage
Cables	x	x
Circuit Boards	x	x
Door		x
End Caps	x	x
Flex Lines		x
Fans	x	
Gas Control Panel		x
Gas Supply Panel		x
LCD Screen	x	x
Preheat Assembly	x	x
Radiation Shields	x	x
Sensors and Thermocouples	x	x
Setter Plate	x	x
Setter Rails	x	x
Solenoids	x	
Top Cover		x
Retort (Tube)	x	x
Wire Harnesses	x	x

Lower Machine Operating Costs

Peace of mind for reliable and consistent printing

A Markforged Success Plan covers a number of wear and tear components that need routine replacement over the life of the machine². The premium coverage offered through a Success Plan reduces these costs, ultimately ensuring a reliable system that works when you need it to.

MetalPrinters

Component	Wear and Tear	Damage
Belt	x	x
Cables	x	x
Chamber Heater	x	
Circuit Boards	x	
Circulation Fan	x	x
Door		x
Feed Tubes	x	
Heasink Fan	x	x
LCD Screen	x	x
Motor Assemblies	x	
Nozzle	x	
Part Fan	x	x
Print Bed	x	x
Print Head	x	
Pulley Kit	x	
Sensors	x	
Sheet Press	x	x
Spool Holders and accessories	x	x
Stage Flexures and Fastening		x
Vacuum Filter Cartridge		x
Vacuum Pump	x	
Wiping Station (not brushes)	x	x
Wire Harnesses	x	x

Wash

Component	Wear and Tear	Damage
Basket	x	x
Cables	x	x
Circuit Board	x	x
LCD Screen	x	x
Sensors and Thermocouples	x	x
Wire Harnesses	x	x

All terms and conditions are specific to your contract.

¹ First line of support is provided by Markforged employees and value-added reseller (VAR) partners. Specific support services may vary by time zone, nature of the problem, and printer model. Support hours may vary with holidays and weather.

² For parts within warranty. Consumable materials and components are not included in Success Plans.