

## 3D Systems End of Service Life (EOSL) FAQ

### What does End of Service Life (EOSL) mean?

End of Service Life (EOSL) indicates that service agreements will no longer be available for renewal once the effective date is reached.

### Can I still purchase a maintenance agreement?

Once a machine has a declared End of Service Life (EOSL) date, maintenance agreements can be purchased up until the specified EOSL date. Only 12-month agreements will be available for purchase.

### Example

Printer A	
End of Service Life Date	December 31, 2019
Maintenance Agreements can be Purchased Up Until	December 31, 2019

Maintenance Agreements are only available for 12-month terms

### Will service agreements that have an expiration date that is past the EOSL date be honored?

All current, active annual maintenance/service agreements will be honored in accordance with our terms and conditions. All maintenance/service agreements that are renewed prior to the EOSL effective date will be honored as well. Renewals will be limited to a 12-month agreement.

### Will 3D Systems continue servicing my printer past the End of Service Life date?

All current, active annual maintenance/service agreements purchased prior to the End of Service Life date will be honored in accordance with our terms and conditions.

Phone support and per incident time & materials service will be available on a best-effort basis, subject to availability of spare parts & field service engineers.

### Will 3D Systems continue to offer spare parts past the End of Service Life date?

We will continue to offer spare parts during this time, subject to business need and availability from our suppliers. We will also make reasonable efforts to supply spare parts if there is a disruption or change from our suppliers.