



September 27, 2018

We would like to address recent reports of third party materials being used in some of our Professional printers and further clarify our policy on this.

As stated in 3D Systems' ProJet 3D Printer Warranty (<http://infocenter.3dsystems.com/product-library/mjp/warranty>) and 3D Systems' Maintenance Terms and Conditions (<https://www.3dsystems.com/sites/default/files/downloads/sales-terms/3d-systems-maintenance-terms-and-conditions.pdf>) repairs required due to the use of non-integrated, non-approved, or non-licensed materials in the Equipment are excluded from warranty and maintenance coverage.

Although the use of third party materials does not void a warranty or maintenance coverage, customers using a third party material who require a repair or replacement of a component that contacts the material, including, but not limited to the MDM, printhead, planarizer, umbilical assembly, and waste system/receptacle systems, would not be covered under these agreements and replacement would be completed only on a time and materials basis.

If you have any questions regarding this matter please contact your local Technical Support center.

Sincerely,

A handwritten signature in black ink, appearing to read "Antonio Lopez".

Antonio Lopez
SVP & GM Global Customer Services

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