COBOD CARE

INTRODUCING SERVICE PACKAGES JULY 2023

Dear Valued Customers and Partners,

We're excited to present our latest offering – COBOD CARE. This comprehensive new service concept has been in the making for over a year and we believe now is the perfect moment to add it to our offered services.

At its core, COBOD CARE is all about ensuring your 3D printing technology continues to flourish and add value to your operations. Our new service concept entails three different service packages, each tailored to meet the unique needs of different users. Here, you'll find all the crucial information you need to choose the right CARE package for your COBOD equipment.

BRONZE CARE:
Ideal for those with minimal maintenance and support needs, the BRONZE CARE package is especially suited for equipment operating at lower frequencies or those used in laboratory or workshop settings. Despite being a budget-friendly option, BRONZE CARE covers all the essential services to keep your operations running smoothly.

SILVER CARE:
The SILVER CARE package is our versatile option that caters to a broad range of customers. It's perfect for those frequently operating on-site and regularly transporting equipment between project sites. With SILVER CARE, you'll enjoy priority hotline support and swift response times, minimizing downtime and allowing you to focus on project execution and business growth.

GOLD CARE:
Our premium package, GOLD CARE, is designed for high-performance teams operating printers at a high frequency. This all-inclusive package ensures you receive the fastest response times and unlimited hotline support, and even extends your equipment's factory warranty.

At COBOD, we're all about empowering your operations. Choose the right COBOD CARE package and let's ensure a future of smooth, efficient, and hassle-free equipment maintenance together. Please continue reading to see the full extent of the service packages.

Sincerely,



Ole Ellinghausen
Head of Manufacturing & Technical Service

THE COBOD CARE PACKAGES



Please note that COBOD International reserves the right to modify the above terms and conditions at any time without prior notification. Your purchase of a COBOD CARE package implies acceptance of these terms.

COBOD CONNECT

Introducing COBOD Connect, your comprehensive online portal designed to enhance your user experience and increase your productivity. Tailored to our customers' needs, this portal is not just a support tool; it's a dynamic hub filled with resources and interactive features that put control right at your fingertips.

Dive into our extensive library of training videos and materials, thoughtfully curated to guide you through every step of operating and maintaining your machine. From basic setup to advanced techniques, our educational resources are designed to ensure you get the most out of your COBOD equipment.

Looking for more detailed information? Our user guidelines and manuals are readily available on the portal, providing you with in-depth instructions and insights into the functionality and capabilities of your equipment.

Stay updated with our comprehensive Material Database, an invaluable resource offering detailed information about various materials suitable for use with our machines. This database will assist you in making informed decisions regarding the best material choices for your specific applications.

Join the conversation in our customer forum, a dedicated space for technical discussions. Here, you can share your experiences, ask questions, learn from other users, and benefit from the collective wisdom of the COBOD community.

Finally, browse through our vast selection of downloadable content, including videos, images, and drawings of machine parts. These resources are designed to provide you with a better understanding of your equipment, aid in troubleshooting, and assist in part identification and ordering.

COBOD Connect is more than just a portal; it's your partner in success, designed to empower you with knowledge, foster community interaction, and provide immediate assistance whenever you need it. Experience a new level of convenience and control with COBOD Connect.

IOT KIT

To enhance your user experience and ensure seamless operation, COBOD provides a global SIM card complete with an inclusive data plan. This SIM card plays a crucial role in keeping your printer connected and accessible for a variety of key functions, provided there is 3G/LTE reception available.

One of the significant advantages of this offering is the availability of remote support. Should any issue arise during the operation of your machine, our support team can swiftly access your equipment remotely, diagnose potential issues, and assist in troubleshooting. This means that you receive rapid, expert assistance directly from our technical team, reducing downtime and enhancing productivity.

FIRMWARE UPDATES

We constantly work with our customers to learn, adapt, and improve everything we do, and a lot of it, in the end, boils down to software. Staying up to date is crucial in rapidly developing technology. All customers on a care package are eligible to receive free updates of printer software and firmware. The updates can be performed remotely by our Customer Care service team.

1. **Enhanced Safety:** In the exceptional instances when safety concerns may unexpectedly arise at customer sites, our immediate response leans towards software solutions. Often, these challenges can be effectively addressed in this manner. Consistently maintaining your software's up-to-date status is not only key but also serves as your strongest shield in ensuring a secure and safe work environment.
2. **New Features & Capabilities:** As we are a company in constant motion and development, we continuously introduce new features and improvements. These updates aim to enhance your equipment's capabilities and simplify its use. While some enhancements may subtly streamline your tasks, others could dramatically elevate your project execution and competitive edge in your market.
3. **Increased Efficiency & Performance:** Regular updates often bring about optimizations, enabling your equipment to operate more seamlessly and swiftly, thereby improving your system's performance and elevating productivity levels.
4. **Better Compatibility:** Regular updates ensure your software is compatible with other new software, hardware, and technologies. This interoperability is vital in our rapidly advancing digital world. Especially as new hardware in the form of additional items or add-ons are regularly added to our portfolio.
5. **Enhanced Troubleshooting:** While perfection is a journey, occasional minor glitches may occur. Regular updates are our proactive approach to rectify these, ensuring your software runs with optimal stability and precision.

By keeping your software and firmware updated, you're not only improving your systems' performance and security, but you're also ensuring you have access to the latest features and improvements. It's like giving your system a regular tune-up, ensuring it's always running at peak performance. Regular updates are an easy and effective way to protect your investment, maximize your productivity, and stay ahead of the curve. Don't wait for a challenge to prompt an update. Harness the benefits of staying updated and revel in the enhanced experience today!

TICKET & PRIORITY SUPPORT

As a heavy user of our technology, you're pushing the boundaries of what our product can do. It's your everyday tool, the engine of your success. This is precisely why Priority Support is offered in these packages: to ensure your request gets the highest priority from our technical specialists.

Priority support ensures that you are always at the top of the queue and guarantees a maximum first response time from your original request.

HOTLINE SUPPORT

Our hotline is your guarantee that COBOD personnel is always at the other end of the line to help you through any critical operational issue you might encounter on-site.

Our experienced specialists are ready to help you resolve your issues quickly and effectively, allowing you to focus on what matters most - your business operations.

1. **Expertise at Your Fingertips:** Our support team comprises highly trained and certified professionals with a deep understanding of our technology. They're equipped to provide practical solutions and useful advice, getting you back on track in no time.
2. **Personalized Support:** With our regional competence centers, you receive targeted assistance from representatives knowledgeable about your equipment's history. This provides personalized hotline support, ensuring optimal results tailored to your unique needs.
3. **Proactive Problem Solving:** Our team doesn't just fix the issue at hand; they help you understand what caused it, providing insights and tips to prevent similar occurrences in the future.

With our technical support hotline, you're never alone when facing operational issues. You have a team of experts standing by, ready to turn your problems into solutions. It's not just about fixing issues; it's about giving you the confidence and peace of mind to operate at your best, always. Trust us to be your reliable partner in navigating any technical challenges that come your way.

YEARLY MAINTENANCE

Every minute your construction equipment is out of operation can mean significant losses in productivity and profitability. That's why annual maintenance isn't just an option - it's an essential investment. If you don’t schedule maintenance for your equipment, the equipment will schedule it for you!

1. **Prevent Costly Repairs:** Regular maintenance can catch issues early before they become serious problems. A study by Construction Business Owner Magazine showed that regular maintenance can reduce repair costs by up to 25%.
2. **Increase Equipment Lifespan:** Well-maintained equipment lasts longer, giving you more value from your investment. In fact, regular maintenance can extend equipment lifespan by up to 20%, according to Equipment World magazine.
3. **Boost Productivity:** A machine that runs smoothly is a machine that works efficiently. It's estimated that well-maintained equipment can improve productivity by up to 15%.
4. **Ensure Safety:** Poorly maintained equipment is a safety risk. The Occupational Safety and Health Administration (OSHA) estimates that 10% of construction accidents are equipment-related, many due to poor maintenance.
5. **Maintain Equipment Value:** Regularly maintained equipment retains its value better, making it worth more when it's time to trade or sell.

The yearly maintenance covers:

- A thorough inspection of all mechanical and electrical parts of your COBOD equipment
- Replacement of wearable components like bearings, gaskets, and other exposed parts
- Regreasing and lubrication of moving components
- Software and firmware updates to latest revisions
- A full test of all safety-related features
- A full operational test

Travel, accommodation, and wearable parts are all covered by the package.

EXTENDED WARRANTY

The extended warranty ensures that you don't have any unforeseen costs related to your COBOD equipment while it is covered by our warranty. COBOD will provide replacements for any damaged or malfunctioning component. Ensure to study the terms and conditions for the extended warranty below:

1. **Term of Warranty:** The initial factory warranty is effective for a period of 14 months commencing from the date the product departs from COBOD's production facilities ("Warranty Period"). The Warranty Period may be extended annually, up to a maximum of five years in total, upon purchase of a GOLD CARE package from COBOD.
2. **Scope of Warranty:** This warranty covers the free replacement of mechanical and electrical parts that are determined to be defective or missing. Additionally, it includes online remote support for the installation of parts and shipping costs associated with such replacements.
3. **Exclusions**: This warranty shall not cover any consumable or wearable parts and it shall not cover any travel or accommodation costs.
4. **Voidance of Warranty:** Any alterations or additions made to the equipment, which have not been approved by the COBOD R&D technical board, will render this warranty null and void. Such prohibited changes include but are not limited to: alterations to the printer system; modifications to the material delivery system or hose management; removal or covering of COBOD logos, branding stickers, and other trademarks; tampering with or changing original safety elements, classification stickers, or signs on the equipment. Failure to adhere to COBOD's maintenance and operational guidelines or utilizing materials not suitable for use with COBOD's equipment will also result in the voidance of this warranty.
5. **Owner Responsibility:** The owner shall be responsible for providing sufficient documentation, such as incident reports and/or maintenance evidence, in the event of a warranty claim.
6. **Transferability:** This warranty is non-transferable and applies only to the original purchaser of the product.
7. **Geographical Limitations:** This warranty is valid and enforceable only in the country where the product was originally purchased.

8. **Claim Procedure**: To claim under this warranty, the owner must contact COBOD's customer care department, provide the necessary details about the product and the issue, and follow the instructions given by the customer service representative.
9. **Exclusion for Unavoidable Events:** This warranty does not cover damage caused by natural disasters, war, or other unavoidable events beyond human control.
10. **Claim Timeline:** The owner must make a warranty claim within 30 days of noticing a defect in the product.
11. **Data Responsibility:** In the event of repair or replacement of a product capable of storing user data, COBOD will not be responsible for the loss, recovery, or compromise of data.
12. **Dispute Resolution**: Any disputes arising out of or in connection with this warranty shall be settled by arbitration administrated by The Danish Institute of Arbitration in accordance with the rules of arbitration procedure adopted by The Danish Institute of Arbitration and in force at the time when such proceedings are commenced.
13. **Repair or Replace:** COBOD reserves the right to repair or replace the defective product or part at its discretion.
14. **Operational Supervision:** The operation, installation, packing, or unpacking of the product without the supervision of a trained operator will result in the immediate voidance of this warranty.
15. **Warranty handling fee:** Each warranty case is subjected to a 300 EUR handling fee. The warranty fee shall be billed once a case is approved as a warranty at the time the shipment of the part is processed.
16. **End of Life:** Once a product or part is declared end-of-life or discontinued by COBOD, it may no longer be available for replacement, and this warranty may no longer apply.

GENERAL TERMS & CONDITIONS FOR CARE PACKAGES

1. **Activation and Duration of CARE Package:** Upon receipt of payment by COBOD International, the CARE package shall be considered active for a duration of one year, concluding on the same calendar day of the subsequent year.

2. **Non-refundable Purchase:** All purchases of CARE packages are deemed final and are non-refundable.

3. **Yearly Maintenance:** If, due to client-related issues, the scheduled yearly maintenance cannot be carried out within the service contract's duration, the client's entitlement to the maintenance visit for that year will be forfeited. However, if COBOD is responsible for the inability to conduct the maintenance visit, it is obligated to perform the maintenance at the earliest convenience upon the expiry of the service contract.

4. **Service Level Agreement (SLA) Non-Compliance:** In the event of non-compliance with the SLA on the part of COBOD International, the customer shall not be entitled to any refund.

5. **COBOD Connect Access:** Customers will have access to all online training, guides, and resources via COBOD Connect. The usage of these resources should adhere to the guidelines provided by COBOD.

6. **IoT Kit**: COBOD will provide a global SIM card, inclusive of a data plan, to ensure online availability of the printer for remote support, maintenance, firmware updates, or troubleshooting, contingent upon 3G/LTE reception availability.

7. **Priority Support**: CARE package holders will receive priority status for tickets and calls over requests from lower-tier CARE packages.

8. **Extended Warranty:** The standard 14-month factory warranty on electrical and mechanical components is extended as per the terms of the chosen CARE package.

9. **Hotline and Ticket Support:** Clients can access hotline support for immediate assistance with technical issues and ticket support for addressing issues and general technical queries.

10. **Firmware Updates:** Regular updates, inclusive of new features, enhanced functionality, and general user interface updates, will be provided under the CARE package.

11. **Add-On Products and Aftersales:** The stated general terms and conditions also apply to any additional items or add-on products that are purchased with the printer or as part of an after-sales transaction. This includes but is not limited to, extra hardware, software, and maintenance supplies. These add-on products are also subject to the activation and duration terms of the CARE package.

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