



Premium 3D Printing Support, Made For Busy Professionals



The Formlabs Pro Service Plan (PSP) and Dental Service Plan (DSP) include personalized onboarding video training, hot swap replacements, and the best support in the industry.

Our Formlabs Services team has helped tens of thousands of customers 3D print successfully. In addition to [online support resources](#), we provide customer care and a minimum one-year warranty to each and every Formlabs 3D printer and offer several additional service and warranty packages to meet your needs.



Our Service NPS (Net Promoter Score) is 71 on a scale from -100 to +100, which is considered “Excellent” in comparison to the Service NPS score from other companies.



In 94% of interactions, our customers agree that Formlabs made it easy for them to handle their issues.



Direct Phone and Priority Email Support

Speak directly over the phone to humans in your language, without a hold queue or waiting line.

You're our priority. Send us an email, and our expert team will respond within half a business day, on average 80% faster than for standard customer care.

Have an urgent question? As a service plan customer, you have a direct line to our team of experts to help you one-on-one. Call us Monday through Friday, 9 am – 6 pm ET and CET.

The answer to my email came within an hour, my contact person was extremely friendly and helpful in every step. In my industry (Medtech) I have never experienced such good customer service as I have gotten from Formlabs.

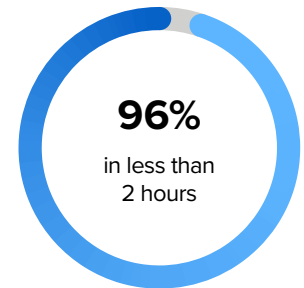
Maximiliano Gutierrez

IOLUTION GmbH, Pro Service Plan Customer

Phone Support



Email Response Time



Customized Training Session

Lessen the learning curve and bring your ideas to life quicker.

We tailor our training topics to be relevant to your applications. From print preparation in PreForm to printer maintenance and post-processing, the Pro Service Plan training covers the most essential aspects of working with the Formlabs ecosystem of products. Send your 3D models ahead of the training and your trainer will talk in detail about how to maximize your print success.

Formlabs offers some next-level training and support which is considered like you are always having an expert by your side to help you in any situation. Those facts are a game-changer for us.

Bian Paul Sauperl

Corona Dentis, Dental Service Plan Customer

We have trained more than



10,000

customers in 5 languages.



Hot Swap Replacement Printer

Cut downtime without a 3D printer by 85%.

If our team determines that your printer needs to be repaired or replaced, we will replace it immediately. Once the replacement printer arrives, all you have to do is pack the defective printer and send it back.

This allows service plan customers to cut downtime without a 3D printer by 85% on average.

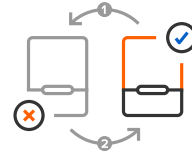
We are really happy with the print quality and technical support we receive from Formlabs, the service is excellent. Responses are quick and helpful and when we had an issue that we couldn't resolve ourselves, we were able to get a hot swap printer as part of our Pro Service Plan membership.

Kals Wilde

Director, JD Design + Fabrication, Pro Service Plan Customer

With Service Plan

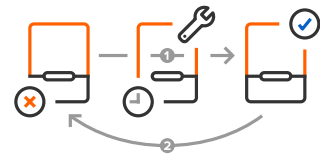
1 - 3 Days Wait Time



1. A replacement printer is sent to you
2. You send the faulty printer to our repair center

Without Service Plan

2 - 4 Weeks Wait Time



1. You send the faulty printer to our repair center
2. Repaired printer is sent back from our repair center



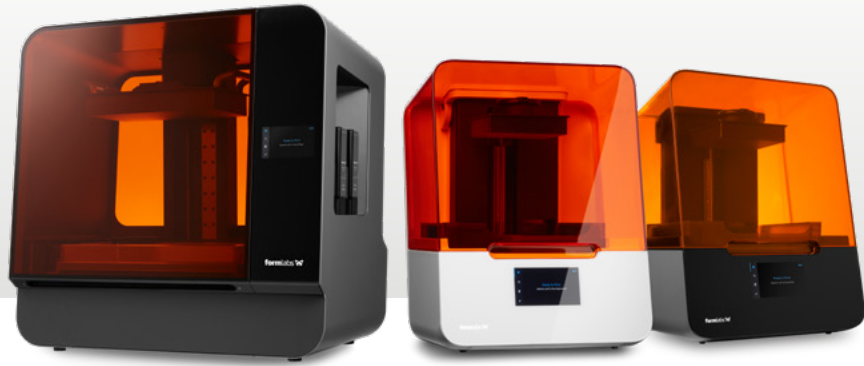
Warranty for the Duration of the Plan

Worry-free warranty and service bundles.

The Service Plan extends the one-year warranty included with your printer to the full duration of the chosen plan. This means that if something goes wrong after the first year of your printer's lifespan, it'll still be covered under warranty. Take the worry out of planning for the future and cover your printers with up to a three year warranty with our service plans.



Service Plan and Warranty Benefits Overview



	CUSTOMER CARE	EXTENDED WARRANTY	PRO SERVICE PLAN (PSP)	DENTAL SERVICE PLAN (DSP)
Printer Replacement Services				
Printer / Component Replacement		X	X	X
Hot Swap			X	X
Extended Warranty		Included, up to 3 years	Included, up to 3 years	Included, up to 3 years
Reactive Support Services				
Chat Support	X	X	X	X
Email Support	X	X	X	X
Phone Support			X	X
Priority Email Support			X	X
Workflow-Trained Support Representatives				X
Expedited Repair Diagnosis				X
Proactive Support Services				
Live, Customized Training			60 or 90 min	90 min

Purchase a service plan and warranty bundle together with your 3D printer or contact a Formlabs reseller to learn more about our service plans.