

FREQUENTLY ASKED QUESTIONS

MAKERBOT® MAKERCARE®

PROTECTION PLAN

WHY SHOULD I PURCHASE MAKERBOT MAKERCARE?

A MakerBot Replicator® Desktop 3D Printer or a MakerBot Digitizer™ Desktop 3D Scanner is a sophisticated machine. Just like a car, it requires service and care. MakerBot MakerCare offers the most comprehensive support program available for MakerBot products. It provides phone and email support, live chat, extended weekday hours, and even weekend hours. For assistance with your MakerBot product beyond what is covered by our six-month warranty, rely on MakerBot MakerCare to provide the highest level of support from the people who know your MakerBot product best.

CAN I BUY MAKERBOT MAKERCARE NOW?

Yes. If you have a new MakerBot Replicator Desktop 3D Printer, a MakerBot Replicator Mini Compact 3D Printer, or a MakerBot Replicator Z18 3D Printer and you have not purchased MakerBot MakerCare, you may purchase a one-, two- or three-year plan, retroactive to your date of delivery. If you have already purchased a one-year plan for your fifth-generation MakerBot Replicator Desktop 3D Printer, you may extend it to cover two or three years.

If you have a fourth-generation MakerBot Replicator 2 Desktop 3D Printer, a MakerBot Replicator 2X Experimental 3D Printer, or a MakerBot Digitizer Desktop 3D Scanner, you can purchase a one-year MakerBot MakerCare Protection Plan, active from the date you purchase the plan. If you are still within the one year of your existing plan for your MakerBot Replicator 2, MakerBot Replicator 2X, or MakerBot Digitizer, you may extend it by one year. You can only make this upgrade purchase for a limited time, between June 2 and September 1, 2014.

WHAT WILL MAKERBOT MAKERCARE COVER?

MakerBot MakerCare will cover dedicated support via email (response within 24 business hours Eastern Time), phone (Monday through Friday, 9 AM – 9 PM ET; Saturday and Sunday, 9 AM – 6 PM ET), and live chat (Monday through Friday, 9 AM – 9 PM ET; Saturday and Sunday, 9 AM – 6 PM ET) during the coverage period. MakerBot MakerCare will also cover the cost of parts damaged due to normal wear or accidental damage during the coverage period, as well as shipping on those parts. These categories of damage only include damage that occurs during normal use of the device or damage that is the direct result of specific instructions given by a representative of MakerBot Support. MakerBot MakerCare will also cover in-house repair of a device if the repair is found to be necessary by a representative of MakerBot Support, as well as the shipping of that device to our service and repair department.

WHAT WON'T MAKERBOT MAKERCARE COVER?

MakerBot MakerCare will not cover any damage to your device that is the result of unrecommended use or use outside of specific instructions given by a representative of MakerBot Support.

WHAT IS COVERED BY THE WARRANTY VERSUS MAKERBOT MAKERCARE?

The warranty covers repairs and replacements to hardware that does not work to specifications. It does not cover repair or replacement due to wear and tear or accidents.

CAN I STILL WORK WITH MAKERBOT SUPPORT?

Yes. If you do not have MakerBot MakerCare, we are still there to help you. For the first 60 days after you purchase and receive your MakerBot Replicator Desktop 3D Printer, you may use our email support (response time within 48 business hours, Monday through Friday, 9 AM – 9 PM ET). If you're outside of that time frame, you may always access our online MakerBot Support Knowledge Base, which provides answers to the most common questions and issues. If you still need help, we are here to help you and you may purchase Single-Issue Support, which will provide you with support for the term of a single issue.

HOW DO I FILE A WARRANTY CLAIM IF I DON'T PURCHASE MAKERBOT MAKERCARE AND I'M OUTSIDE OF MY FIRST 60 DAYS?

Contact MakerBot Support in the same way that you'd contact us during the first 60 days and mark the issue as a warranty claim. If your issue is a valid warranty claim, then we'll follow up and either send parts or take the printer in for service as necessary; otherwise, we'll direct you to areas in the MakerBot Support Knowledge Base that will be able to answer your question(s).

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WHAT DO I DO IF I JUST WANT TO PURCHASE A PART?

We're working on rolling out a comprehensive plan for offering service parts through our website.

HOW MUCH WILL IT COST TO WORK WITH MAKERBOT SUPPORT?

Currently we do not have any plans to change the price of MakerCare from what it is, but we are expanding it. We are now offering two-year and three-year support options for fifth-generation MakerBot Replicator Desktop 3D Printers.

One-year plan for MakerBot Replicator Mini	\$150.00
Two-year plan for MakerBot Replicator Mini	\$310.00
Three-year plan for MakerBot Replicator Mini	\$475.00
One-year plan for MakerBot Replicator	\$350.00
Two-year plan for MakerBot Replicator	\$720.00
Three-year plan for MakerBot Replicator	\$1,105.00
One-year plan for MakerBot Replicator Z18	\$750.00
Two-year plan for MakerBot Replicator Z18	\$1,540.00
Three-year plan for MakerBot Replicator Z18	\$2,365.00

Single-Issue Support will be \$100 per issue. If a part replacement or repair is found to be necessary by a representative of MakerBot Support, the Single-Issue Support price will be deducted from the price of the repair.

