

CREAT3D

SUPPORT PACKAGES

CREAT3D offers a wide range of support packages to suit your business needs, including maintenance, technical support and tailored training. Choose from the packages listed below or contact us to discuss your bespoke requirements.

STANDARD

Included free of charge with every 3D printer in our range

- Lifetime technical support:
 - By phone and email
 - 6 days a week
- Manufacturer product warranty
- Free delivery

BASE

Upgrade to BASE

- Lifetime technical support:
 - By phone and email
 - 6 days a week
- Priority bureau customer
- Business continuity bureau service: 24 print hours
- Preferential access to new products
- Scheduled consumables ordering
- Manufacturer product warranty
- Free delivery

ENHANCED

As per BASE, but also includes:

- 3D printer onsite installation and calibration
- ½ day 3D printer training (up to 8 people)
- Annual onsite maintenance visit
- 2x 1 hr phone / video training sessions
- Technical support response time: Same day
- Access to advanced technical guides
- Business continuity bureau service: 48 print hours

PREMIUM

As per ENHANCED, but also includes:

- Annual onsite maintenance visit (with spare parts included)
- Ad hoc maintenance visit
- Business continuity hot swap service
- "On shelf" dedicated spare parts
- Fast track spare parts
- Technical support response time: 4 hours

Support packages are per annum

BESPOKE

For complex & large-scale implementations, discuss our bespoke packages tailored to your specific business needs.