

Fuse 1 Service Plans

Maximize your return, protect your investment, and eliminate unexpected costs with our Fuse 1 and Fuse Sift Service Plans. We provide seamless delivery, training, and support from local certified 3D printing experts.



“Formlabs’ customer support has been fast, efficient and has followed the incident to the last step necessary for its complete resolution.”

Jesus Lozano Rogado,
Extremadura University

“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.”

Maximillano Gutierrez,
IOLUTION GmbH

Tailored for professionals, these premier support service plans are designed to meet the needs of your business and deliver a rapid response to critical issues. Our Service Plans are backed by a dedicated team of certified workflow-trained support representatives.

Premium Service Plan

Get maximum peace of mind with the hands-on Fuse 1 service plan. On-site visits and repairs from local certified SLS experts included.

CUSTOMIZED ONSITE TRAINING

Get to know your Fuse 1 and Fuse Sift on your home turf with a customized training session defined by your needs, enabling you and your team to become SLS experts in no time.

ONSITE REPAIRS INCLUDED

We'll work with you to swiftly resolve any issues through remote support. If we determine that an onsite visit is necessary, Formlabs or your certified local partner will send an SLS expert to your facility for no extra charge.

Standard Service Plan customers pay per visit for additional visits after their annual maintenance visit.

EVERYTHING IN THE STANDARD SERVICE PLAN

The Premium Service Plan includes everything in the Standard Service plan: direct phone and email support, renewable coverage, and a worry-free warranty, with the added benefits of customized on-site training and no charge for on-site service visits.

Standard Service Plan

Get maximum peace of mind with the Phone and email service from certified SLS experts, with one annual on-site visit included and additional visits available for a fee.

PRIORITY PHONE & EMAIL SUPPORT

You'll have phone and email access to Certified SLS Experts during business hours.

ANNUAL PREVENTATIVE CHECKUPS

Get an annual onsite visit from a trained expert to perform routine maintenance so you can stay focused on running your business.

RENEWABLE COVERAGE

Both our Standard and Premium Service Plans offer one, two, or three years of support that can be renewed at your discretion. Purchase more years upfront for additional savings.

WORRY-FREE WARRANTY

If our team determines your Fuse 1 or Fuse Sift needs to be repaired, all parts and shipping costs are included with either Fuse 1 Service Plan.

REMOTE TRAINING

Join a two-part private remote training session with a Certified SLS Expert to make sure your team gets up and running smoothly.

PAY PER ON-SITE VISIT

The Standard Service Plan includes one annual visit from a certified SLS expert, and you can pay for additional on-site service visits.

Fuse 1 Service Plan Overview

	STANDARD	PREMIUM
Training	Basic Remote	Customized Onsite
Coverage	1, 2, or 3 Years	
Extended Warranty	1, 2, or 3 Years	
Remote Support (Phone & Email)		✓
Annual Onsite Visit		✓
Additional Onsite Visits	Pay per visit	Unlimited

Fuse 1 Delivery Options

Delivery options are sold separately from Fuse 1, Fuse Sift, and Service Plans. Fuse 1 and Fuse Sift are delivered on multiple pallets, which may require special equipment in order to be installed at your desired location. Formlabs recommends choosing the Ready to Plug Delivery option if you 1.) lack facilities to receive multiple pallets or 2.) may have difficulty moving and assembling heavy, sensitive equipment within your location.

READY TO PLUG DELIVERY

Strongly recommended. Your Fuse 1 and Sift will be delivered to the room of choice, unpacked. The Fuse 1 will be set on the assembled stand. The carrier will contact you to finalize an appointment and building requirements.

ON THE DOCK DELIVERY

Your Fuse 1 and Fuse Sift will be delivered to your loading dock. You will be responsible for moving the systems to their desired locations, unpacking, assembly, and setup. Note: The Fuse 1 and Fuse Sift arrive on multiple pallets and will require the ability to level and lift 250 lb (115 kg) from ground level to over 2 ft (60 cm).