



3DGence CARE

Scheduled maintenance and service plan
for INDUSTRY F420 and F350 printer means

- Reliability and full functionality of the machines
- Elimination of production stoppages
in order to maintain processes continuity
- Original spare and wear parts and professional service
- Full support of 3DGence team in terms
of machine maintenance and service



We offer two packages
to choose from:

CARE

2 maintenance visits
(every 6 months or after each 3000 printing hours*)

CARE+

4 maintenance visits
(every 6 months or after each 3000 printing hours*)

Customers who decide to purchase the 3DGence INDUSTRY F420 or F350 together with 3DGence CARE or CARE+ package, after the last visit of the selected program will be given the opportunity to re-purchase the service and keep the device in full working order.

3DGence CARE maintenance and service visit schedule:

Time from the purchase		Printing time	Service visit	Package
6 months	OR	3000 h	1	CARE
12 months	OR	6000 h	2	
18 months	OR	9000 h	3	CARE+
24 months	OR	12000 h	4	

Dates of visits may be pre-determined according to the schedule. The customer is obliged to inform the 3DGence support and service department about the necessity of an earlier visit resulting from the printing time.

*depends on what happens first. The date of the visit should be set at +/-1 month or +/-500 hours of printing time in relation to the schedule.



3DGence CARE

	CARE		CARE+	
Maintenance activities	Visit 1	Visit 2	Visit 3	Visit 4
Diagnostic and inspection of the 3D printer	✓	✓	✓	✓
Printing chamber cleaning	✓	✓	✓	✓
Cleaning of the cleaning station and container	✓	✓	✓	✓
Extruders cleaning and gear lubrication	✓		✓	
Slats and brushes replacement in cleaning station	✓	✓	✓	✓
X axis lubrication	✓	✓	✓	✓
Y axis lubrication	✓	✓	✓	✓
Z axis lubrication	✓	✓	✓	✓
Gear belts adjustment	✓	✓	✓	
Module cooling filter replacement	✓	✓	✓	✓
Light bulb replacement (if unnecessary, the customer will receive it as a spare part)	✓	✓	✓	✓
Glass heatbed replacement (if unnecessary, the customer will receive it as a spare part)	✓	✓	✓	✓
Extruder T0 replacement		✓		✓
Extruder T1 replacement		✓		✓
Curtains replacement in X axis		✓		✓
Curtains replacement in Y axis		✓		✓
Gear belt replacement in X axis				✓
Gear belts replacement in Y axis				✓
Gear belt replacement in Z axis				✓