



zortrax
Endureal Shield



REST ASSURED. IT'S ALL COVERED

Zortrax Endureal Shield

Ensure uninterrupted 3D printing with your machine and gain the benefits of **Zortrax Endureal Shield**. It's a service plan with maintenance and repairs performed by a Zortrax-certified technician on location of the Endureal's day-to-day operation. Keep **production continuity** with **on-the-spot inspections** and support provided by a Dedicated Technical Advisor.

Choose one of the available plans, **GOLD** or **PLATINUM**, which can help you maximize profits for your business profile with **no additional** costs incurred. Each of them offers a different number and scope of scheduled inspection visits that can aid you in keeping the machine reliable at every stage of industrial 3D printing.

Scope of service

The **Zortrax Endureal Shield GOLD** bundle covers two technical service visits. Both visits provide you with full diagnostics procedure and basic maintenance work, including nozzle cleaning or axes maintenance. The second visit, however, involves a slightly wider range of activities that include replacing the platform or thermal shields in your machine with **original, top-quality** replacement parts.

The **Zortrax Endureal Shield PLATINUM** offers premium technical care with four service visits scheduled over a two-year period or a determined number of the machine's working hours. Each inspection involves detailed diagnostics procedure through **Quality Check** method and full machine maintenance, including hotend module, as well as replacement of capacitive sensor or any necessary warranty parts.

| Activity | Zortrax Endureal Shield GOLD | | Zortrax Endureal Shield PLATINUM | |
|--|------------------------------|----------------------|----------------------------------|-----------------------|
| | inspection 1 | inspection 2 | inspection 3 | inspection 4 |
| Time from delivery or working hours | 6 months or 2500 h* | 12 months or 5000 h* | 18 months or 7500 h* | 24 months or 10000 h* |
| Full diagnostics procedure based on reported failures | ✓ | ✓ | ✓ | ✓ |
| Nozzle cleaning | ✓ | ✓ | ✓ | ✓ |
| Extruder maintenance | ✓ | ✓ | ✓ | ✓ |
| Printing chamber cleaning | ✓ | ✓ | ✓ | ✓ |
| X axis test and maintenance | ✓ | ✓ | ✓ | ✓ |
| Y axis test and maintenance | ✓ | ✓ | ✓ | ✓ |
| Platform replacement (if it's not required, the customer receives the platform as a spare part) | | ✓ | | ✓ |
| Waste container brushes replacement | | ✓ | | ✓ |
| X axis thermal shield replacement | | ✓ | | ✓ |
| Y axis thermal shield replacement | | ✓ | | ✓ |
| Hotend module maintenance | | | ✓ | ✓ |
| Replacement of necessary warranty parts (if it's required) | | | ✓ | ✓ |
| Capacitive sensor replacement | | | ✓ | |
| Filament endstops replacement | | | ✓ | |
| Temperature sensors' enclosure replacement | | | ✓ | |

* depending on which factor occurs sooner. The customer should schedule a visit with the Dedicated Technical Advisor +/- one month or +/- 500 hours before the conditions indicated in the chosen plan.