

# SIMPLEX Service Contracts – Your entry into 3D filament printing

When purchasing your SIMPLEX 2 SX printer, you can choose between two service packages: basic and premium. SIMPLEX basic ensures a smooth start – including delivery, setup, and personal instruction. SIMPLEX premium offers exclusive additional services, automatic renewal for up to four years, and maximum security in case of issues. Both contracts apply to one device and are concluded directly with Renfert.

Whether you want to start efficiently or be fully supported – SIMPLEX ensures a safe and comfortable entry into the world of 3D filament printing.

Service overview	basic <sup>1)</sup>	premium <sup>2)</sup>
On-site one-off installation, instruction and initial start-up of the SIMPLEX 2 SX.	✓	✓
One-off instruction in the SIMPLEX slice studio slicing software.	✓	✓
Access to the self-help portal myRenfert	✓	✓
Personal service dialogue with Renfert GmbH – after registration in the self help portal myRenfert.	✓	✓
On-site repair service (after evaluation of repair options by Renfert GmbH, excluding travel time, travel costs, labor, and materials).	✓	✓
Free updates (bug fixes and minor improvements) for the SIMPLEX 2 SX 3D filament printer and SIMPLEX slice studio software ("Minor Release").	✓	✓
Free upgrades ("Major Release") for the SIMPLEX 2 SX 3D filament printer and SIMPLEX slice studio software, e.g., for new indications.		✓
Free loaner service in the event of servicing, including retrieval of the defective or service-requiring unit (within and outside warranty) within Germany.		✓
Free cost estimate (even if not accepted), provided the printer has been inspected by Renfert in our workshop.		✓
Guaranteed response time of max. 4 hours after customer call. Callback by a qualified service advisor (Renfert Desk) within 4 hours during service hours.		✓
Free maintenance at Renfert's facility (labor only). Valid once per calendar year.		✓

1) The SIMPLEX 2 SX basic service contract is concluded in connection with the purchase of a SIMPLEX 2 SX printer and applies to that specific device. The contract is between Renfert GmbH and the end customer. The current version of Renfert's General Terms and Conditions (GTC) applies.

2) The SIMPLEX 2 SX premium contract applies to one device, for one contract year, and is automatically renewed for another year unless terminated in writing with a notice period of 3 months before the end of the calendar year. A contract year begins on the first day of the month following the order and lasts 12 months. The contract automatically ends after the fourth contract year. The contract is between Renfert GmbH and the end customer. The current version of Renfert's General Terms and Conditions (GTC) applies.