

FX20 Service Plan

Every Markforged 3D printer is engineered for reliability and designed to help you manufacture high-quality parts on demand at the point of need. Markforged Service Plans help you make the most of your investment.

FX20 Hotline and World Class Support

Markforged’s support team backs our reseller partners. With an FX20 Service Plan, our partners have access to Markforged specialists through the FX20 Hotline¹ to resolve your issues faster.

Technical Service Consultation

FX20 Service Plan includes one technical consultation between the customer, Partner, and Markforged FX20 Specialists ninety days after installation to optimize your investment.

Avoid Downtime

The premium coverage offered through an FX20 Service Plan reduces these costs and downtime, ultimately ensuring a reliable system that works when you need it.

Service Features	Description	FX20 - Base Plan
Partner Access to Markforged Phone Support	8x5 (9 am–6 pm ET)	x
FX20 Partner Hotline	8x5 (9 am–6 pm ET) Staffed by FX20 Specialists	x
Partner Access to Markforged Portal and Email Support	8x5 (9 am–6 pm ET)	x
On-Site Support	On-Site Support Provided by Partner	x
Preventative Maintenance	Annual On-site Check In Provided by Partner	x
TS Consultation	1 Consultation at 90 Day mark with Partner and Markforged FX20 Specialist	x
Training	180 Days Unlimited Access to Markforged University (2 seats)	x
Parts	See Excluded Parts table below	x
Consumables		Excluded
Pricing		10% MSRP

Excluded Parts

Component	Details
Print Head Assembly	Print Head Modules, Print Head Extruders, Print Head PCB
Consumbles	Plastic Nozzles, Fibrer Nozzles, Plastic Load Tubes, Fiber Bowden Tubes, Fiber Load Tubes, Print Sheets, Wiping Station Brushes, Print Adhesive
Materials	Plastic Filament, Continuous Fiber Filament

All terms and conditions are specific to your contract.
¹FX20 Hotline is staffed by Markforged employees for our value-added reseller (VAR) partners. Support hours may vary with holidays and weather.