

Your Successful
Journey to
AM Excellence

EOS Services
Facilitate. Enable. Excel.





With our integrated service portfolio, we safeguard each step on your path to **additive manufacturing success.**

A Global Service Network We Are There for You, Wherever You Need Us

More than ever before, volatile markets and growing customer requirements demand a high degree of flexibility, including in additive manufacturing.

Stay on top of the competition and produce successfully with a reliable partner at your side. From the original conception of an idea to the ideal integration of additive manufacturing (AM) technology into your production environment - together, we will find the right solution for each and every one of your challenges. Discover the extensive range of EOS services that we offer.

With seven technology centers on three continents – Europe, North America and Asia/Pacific – our outstandingly qualified service employees will always be available at short notice. Our growing number of local service locations with their own spare parts depots guarantees that we will always be nearby.

“With our comprehensive range of services, we stand for best-in-class service. Together with our teams from Additive Minds Consulting and the Additive Minds Academy, we give our customers a decisive competitive advantage.”

Werner Kaiser, Director Global Services at EOS

Our Service Mindset – a Fundamental Quality Worldwide, Every Day



People

The EOS service force is our most worthwhile asset for achieving your AM success. They are not only your first contact point but also providing you with our extensive expertise, specially trained to perfectly support you wherever you need them. Flexible and open minded, we act as your partner throughout your entire AM journey.



Passion

As pioneers, we have been passionate about our innovative technology right from the beginning. As the experts in metal and polymer AM solutions, we know them inside out. Our incentive is your satisfaction and production success with our fascinating technology. That's why we can help you realize your full potential in AM production excellence.



Reliability

Our service mindset is anchored across the company and therefore serves as a basis for our daily work, honesty and effectiveness. Sustainably safeguarding your investment, continuously optimizing production performance and preserving your system value a whole machine life long are crucial to our philosophy.



The EOS Service Portfolio Facilitate. Enable. Excel.



We take care of your AM performance – so you can focus on your core business.

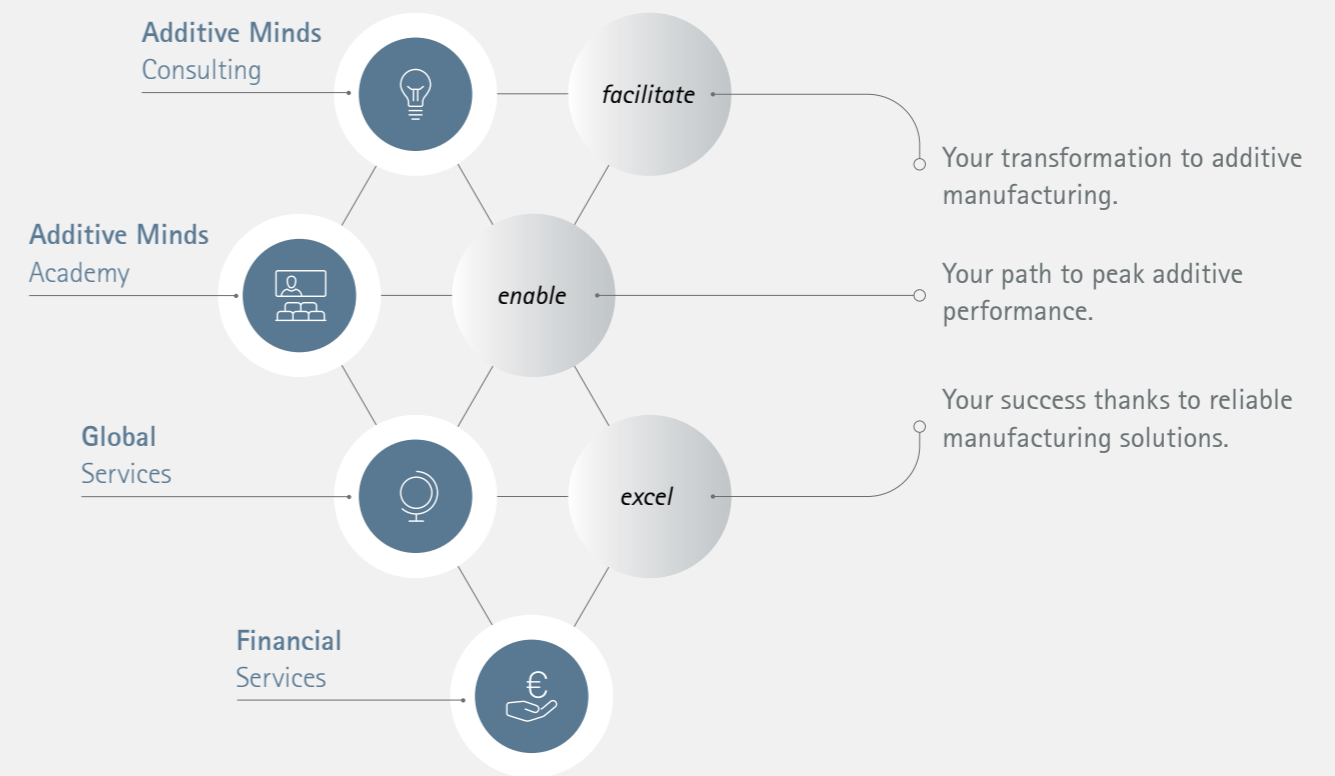
Your Safest Choice for Production Excellence

EOS services are based on 30 years of experience in the industrial 3D printing sector. From first contact with additive manufacturing technology to fully developed solutions during ongoing operations – with Additive Minds Consulting, Global Services and Additive Minds Academy, we cover all phases on your way to AM success. With our flexible financial services, we provide fast and cost-efficient access to our systems.

"We use EOS machines for the production of time-sensitive devices. The service we received from EOS in the beginning and throughout the years is the reason we invested so heavily in this specific brand of SLS machines. The service group is responsive and always works with production to minimize downtime when issues arise."

U.S. medical devices customer

Our Integrated Service and Consulting Portfolio





Additive Minds enables your organization to enjoy the full potential of AM by giving you all the know-how you need to outperform competitors.

Additive Minds: Benefit from More Than 30 Years of AM Expertise

Flexible, dynamic, and digital are keywords which characterize manufacturing in the age of Industry 4.0; at the same time, there are challenges that only 3D printing is capable of tackling cost-effectively. How could it be useful for your own business?

Our EOS technology consultants help your company understand the opportunities and limitations of additive manufacturing and identify profitable applications that can realize the full potential of industrial 3D printing technology.






Your Advantage:
Expertise at Every Level



Additive Minds Supports Your Team at All Times:

- Close any knowledge gaps before even investing in hardware.
- Rapidly leverage your individual technological potential to remain innovative and gain a technology-driven competitive advantage.
- Become the industry champion in a short time.

Economic pressure is a challenge that we can solve together. You know your products – we know additive manufacturing. No matter where your company currently stands, customized consulting products provide expertise to innovate your value-added chain and outpace market competitors.

 >300 successful customer projects	 25 countries	 >100 AM experts worldwide	 #1 consultant in the AM market	TOP Consultant 2017 and 2019	
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Additive Minds Academy

We Make Our Knowledge Accessible



With our training program, you will benefit from more than 30 years of AM expertise. Whether you are just getting started or are already a skilled expert – we will support you in using our solutions optimally.

Additive manufacturing (AM) is an innovative technology and calls for the highest degree of skill. Our training portfolio caters to a wide range of users, such as machine operators, application specialists or even production managers. The training components are closely linked to every element in the EOS services portfolio, like Additive Minds Consulting and Global Services. This way, we ensure that your requirements are always taken into account.

The Additive Minds Academy is based on a blended learning concept combining online education with traditional classroom methods. Our hybrid teaching methodology leverages optimum flexibility, boosting your learning efficiency and helping you to reach your full potential for AM. All of our trainers have several years of experience with EOS solutions and are familiar with the specific problems that you are facing.

Start your AM journey with us – we bring you to expert level

Learning Paths

Take Advantage of Your Whole Potential

Is your team complete or do you still need an expert to get started with AM?

Here you can find out how quickly you can raise your team to the right level. With the new learning paths of the Additive Minds Academy we combine our complete AM know-how from consulting and technical training. The seven structured and result-driven learning paths cover all the roles required to successfully build your AM business.

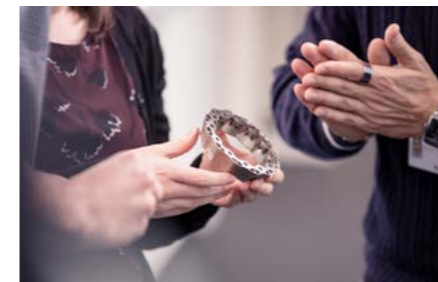
Are you familiar with engineering and production, but want to expand your AM knowledge?

Each role can be entered any time, by passing a pre-assessment. So you only learn what you really need. This also ties in perfectly with your onboarding process to ensure each team member acquires the knowledge they need in the shortest possible time.

You need flexible solutions that meet your learning needs and work situation?

We know that day-to-day business can sometimes be a huge obstacle. Our approach is therefore to offer you more online training with a variety of methods so that you can decide when and where you want to learn. Each learning path consists of different phases including theoretical knowledge, self-study, feedback and practical experience.

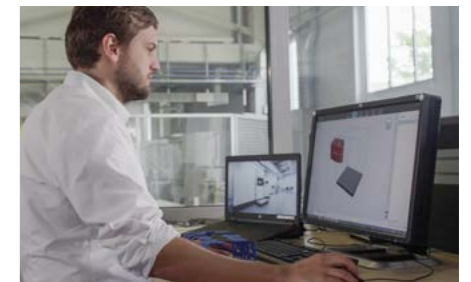
AM Business Engineer
Find your diamonds



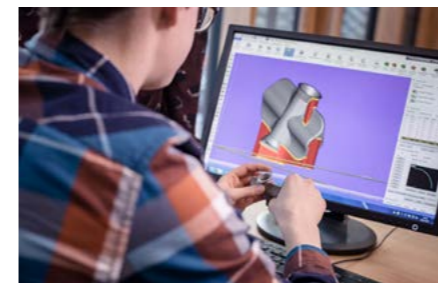
AM Designer
Create complex designs



AM Data Preparation Specialist
Build in sustainable quality



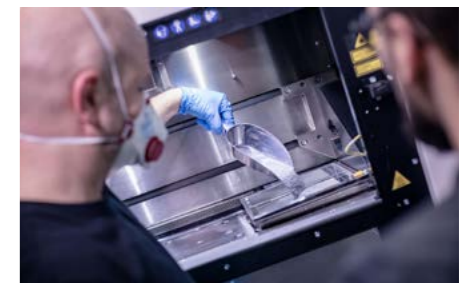
AM Application Specialist
Tweak your application to its best



AM Production Manager
Boost your production



AM Quality Engineer
Love quality?!



AM Machine Operator
Master the system



"This training has helped develop my understanding of AM both personally and professionally to design parts and work around the limitations."

Jumaanah Alhashemi, Assistant Director, Research Visualization and Fabrication Services, New York University Abu Dhabi



Global Services

We Care for Your Peace of Mind – Safeguarding Your System Performance

How would you like to sleep well tonight? Safe in the knowledge that your investment in additive manufacturing technology is sustainably secured, that your systems are in optimum condition and that they are producing the best-quality parts on time!

Whether you are just beginning your additive manufacturing journey or whether it is already well underway – when it comes to the system reliability, efficiency and sustainability of your set-up, we have the right services for you.

As a strong partner at your side, we offer a unique, complementary portfolio of global services and local support based on our deep business expertise. We ensure that your systems remain durably profitable and efficient throughout their entire lifecycle! We help you to fully exploit the tremendous potential of our fascinating technology while ensuring continuity and control of total cost of ownership.

We support you with system installation, qualification, maintenance, repair, spare parts logistics, as well as system upgrades, software updates and during relocations. Thanks to our scalable portfolio, we have flexible solutions at hand for your specific needs.

“Service from EOS has always been top notch. From getting back to me in a timely manner once I've left a message to scheduling service calls when the problem couldn't be resolved over the phone to answering any questions I might have – however silly they may seem – **EOS service has been nothing but an excellent experience in my opinion.**”

API Atlantic Precision Inc.

Our Success Factors: Optimum System Status Leading to Maximum Uptime & Highest Quality



Highly skilled
field service



Proven support
structures and
processes



Continuously
updated field service
know-how

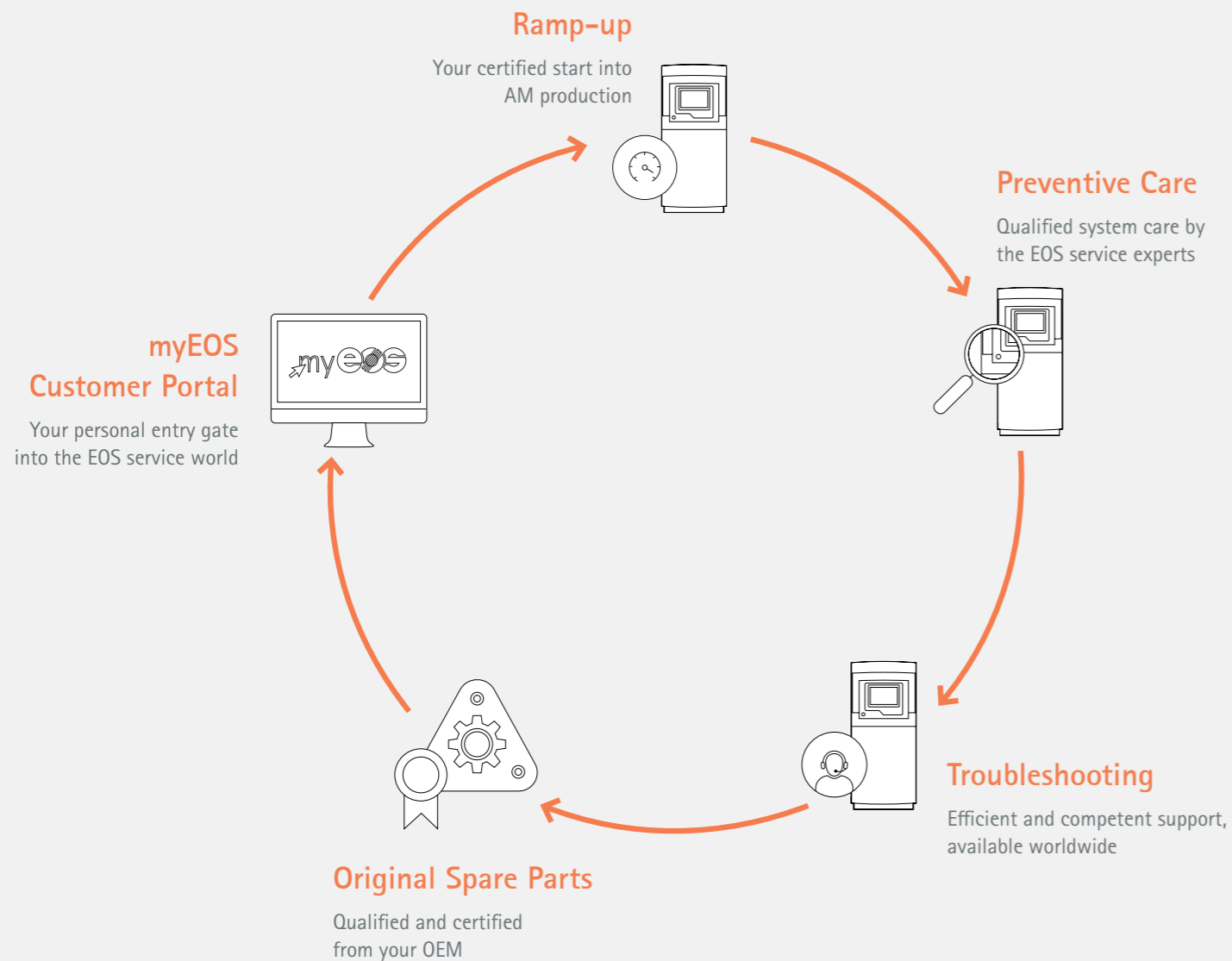


Remote service
for quick
interventions



Sophisticated tools
and measurement
devices

Technical Support Accompanying Each Step on Your Path to Your AM Success



Ramp-up

Your certified start into AM production

Experienced EOS specialists are at hand in all phases of system ramp-up or relocation, from installation and ideal integration into your environment to certified qualification, according to your needs. If required, we support you with high quality standards to pass extensive validation processes. With our extensive AM-specific know-how, we help to implement suitable quality management processes.

Your benefits in a nutshell

- Factory acceptance testing (FAT)
- Installation or relocation by EOS experts
- Installation qualification (IQ)



Preventive Care

Qualified system care by the EOS service experts

For optimum system protection and a trouble-free, stable production, we provide you with inspection, maintenance and calibration services.

Inspection

Inspection includes the testing and evaluation of the components, assemblies and devices. The current values are compared with the corresponding target values.

Maintenance

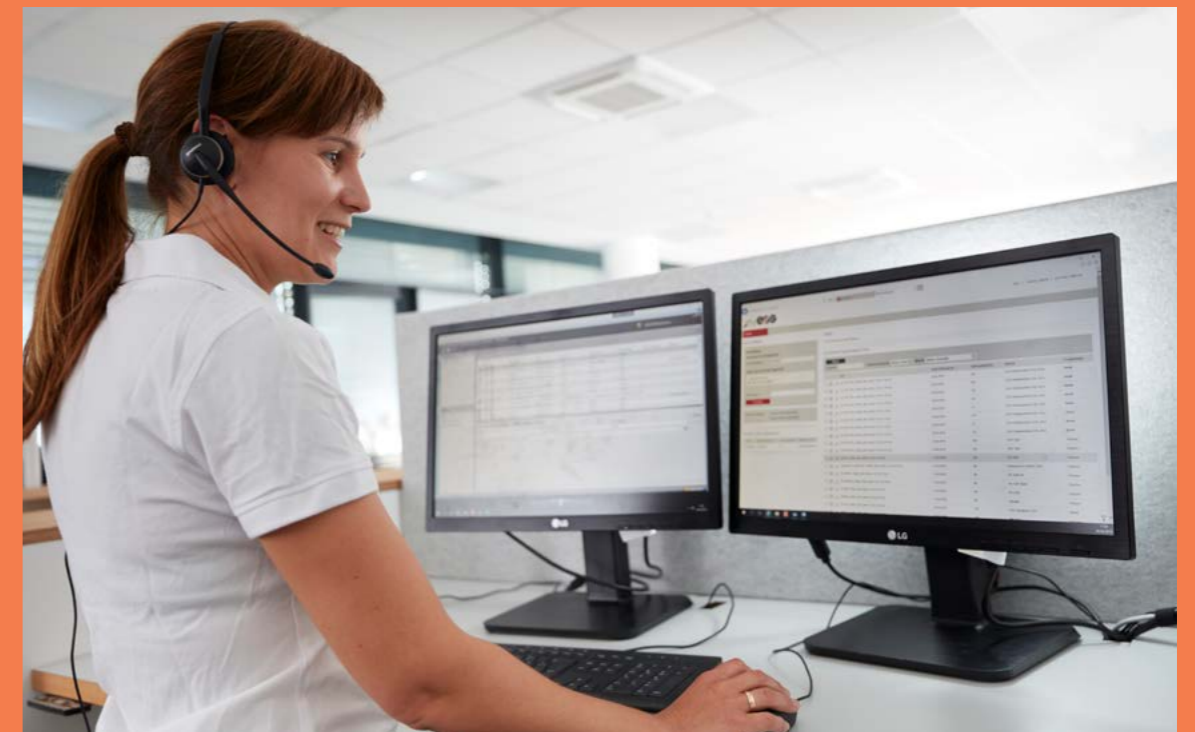
An effective maintenance management according to dedicated, proven procedures and with original, qualified parts by EOS experts guarantees sustainable high system value preservation and availability. All activities are recorded in maintenance protocols and include safety measures and safety precautions to detect weak points early on, thereby optimizing system availability.

Calibration

Regular calibration guarantees very high process stability for the production system and thus highest product quality for manufactured parts. Our service tools combine software and hardware to achieve maximum accuracy especially for overlap calibration.

Your benefits in a nutshell

- Always know the status of your system
- Preserve system value with regular maintenance
- Ensure high quality with calibration services





Troubleshooting

Efficient and competent support, available worldwide

Time and quality matter: if you experience issues, we are at your side with our expertise to analyze and find a fast resolution. We are constantly developing our service offering and the technology we use for service provision to keep improving speed and quality.

Diagnostics

Our deep business expertise and the continuous development of state-of-the-art analysis methods and tools enable faster diagnosis and error analysis by getting to the root of each problem quickly and efficiently.

Repair

With the largest team of service experts in the additive manufacturing industry and proven support structures, we reduce unplanned system downtime to the minimum. The myEOS customer portal is there for you to place a request and provide valuable information for a fast resolution at any time. Our service team will answer all your technical and operational requests quickly and traceably. If needed, our skilled technicians will take whatever action is needed to resolve the issue on-site.

Remote Support

Our certified and secure EOS Remote Service solution allows direct and effective system analysis with just one click. The EOS service experts are at your side to help you find solutions quickly and increase the efficiency of your production.

Your benefits in a nutshell

- Technical competence in both service visits and phone support
- Highly skilled field service
- Remote support for quick interventions



Original Spare Parts

Qualified and certified from your OEM

Your investment in additive manufacturing (AM) technology needs to durably pay off and ensure maximum value conservation for your system. With original spare parts from EOS, you guarantee that your system will produce high quality sustainably, efficiently and reliably.

Your benefits in a nutshell

- Spare parts designed and qualified to function perfectly in your EOS system
- From spare part identification to installation, our experts are at your side



myEOS Customer Portal

Your personal access into the EOS service world

Is there an issue with your machine and you need help? Do you want insights into the processing status of your service cases at any time? myEOS is your personal ticket into the EOS service world - all your needs in one place, customized to your machine park. With myEOS you can initiate and track service tickets quickly and easily at any time.



Stay up-to-date:

Ticket status, communication and expert feedback - all in one place:
<https://my.eos.info>

Online service ticket creation

- Easy incident reporting, 24/7 tracking with digital time stamp
- Initiate a callback and our experts will contact you

Your benefits in a nutshell

- Machine related ticket history at a glance - customized and password protected
- Easy and secure administration of your customer data
- Comprehensive download center for your machine-specific documents
- Video tutorials with detailed instructions
- FAQs - practical tips and know-how from our experts



EOS Field Service

EOS-Hotline / Tech Support

Customer support from the back office

- Management of service issues
- Selection and dispatch of replacement parts
- Preparation of service calls in the field
- Remote support

EOS 2nd Level Support

Dedicated experts for all EOS products

- Support for the EOS field service team from the office team
- Constant improvement of EOS service procedures
- Management of tools and testing equipment

EOS 3rd Level Support

Engineers for various portfolio topics

- Solutions for specific product-related issues
- Product improvements based on the experience of the field service

EOS service customers benefit from the full breadth of the EOS organization!



A Glimpse of the Future of Services

EOS services are working on AR-supported guided workflows.



EOS System Care Program

Our flexible service offering is tailored to your specific demands. Just choose the right scope.



EOS System Care Program

Complementary and Flexible Service Packages for Your Specific Production Excellence

EOS has always been a pioneer in additive manufacturing technology and is now the leading industry player, with a proven track record. Whether you are just beginning your AM journey or whether it is already well underway - as a strong partner at your side, we offer a complementary and flexible range of global services and local support based on our deep business expertise. No matter where you're currently at, we have the right set of services for you - over the entire lifecycle of your system.

Harness the advantages of being an EOS System Care program member right from the beginning:

- Access to EOS service expertise
- Qualified system care for high value preservation
- Fewer repairs and maximized availability
- Remote capability for fast intervention
- Price advantage for service rates
- Cost transparency and calculable operating expenses
- Concentrate on core business



EOS FullServiceFlex

Your peace of mind with a fully safeguarded system performance

You are integrating our technology into your production facility and want to exploit the full potential of additive manufacturing for your specific industry?

We understand and address the need for reliable operational system availability and a high level of service response when it comes to production environments. As an EOS customer with a FullServiceFlex package, you benefit from service at the highest level with maximized availability and fixed reaction times. Your systems remain durably profitable and efficient throughout their entire lifecycle. Original spare parts and service hours are included in our sleep-well package to ensure continuity and control of total cost of ownership. In addition, you have the flexibility to further enrich your service package with attractive options. For larger system parks, you can take advantage of customized service concepts like site management.

Top EOS FullServiceFlex components

- Maintenance, inspection and calibration services executed by EOS service experts
- Priority response time
- Fixed reaction time on-site (according to regional availability)
- Service hours and spare parts all-in rate
- Premium options for customized service concepts



EOS MaintenanceFlex

Keep your system in optimum condition

You want to preserve system value and ensure optimum system state?

As an EOS customer with a MaintenanceFlex package, you benefit from effective maintenance management according to dedicated and proven procedures with original, qualified parts by EOS experts. All activities are recorded in maintenance protocols and include safety measures and safety precautions to detect weak points early on, thereby optimizing system availability. In addition, you have the flexibility to adapt the maintenance interval to your quality standards and extend your service package with optional components such as calibration services or included travel costs.

Top EOS MaintenanceFlex components

- System maintenance service:
 - Maintenance parts
 - Maintenance protocol and certificate
- Regular inspection
- Measurement of the system's power elements (e.g. laser)
- Attractive options like calibration services



EOS HealthCheck

The expert assessment of your system

You are already experienced with our technology and have your own service resources?

As an EOS customer with a HealthCheck package, you benefit from flexibility by taking over the responsibility for your system maintenance yourself. After dedicated enablement and certification by our EOS experts, we regularly assess your system condition to ensure technical execution, quality and safety.

Top EOS HealthCheck service components

- Basic support for your EOS trained and certified maintenance team
- Yearly safety check



Financial Services Facilitating Quick Access to EOS AM Technology



Refurbished Systems

Are you thinking about getting into additive manufacturing, but you're still in the start-up phase of your company?

With our high-quality refurbished systems on attractive terms, you don't have to do without quality. We support your dynamic business development with dedicated financial solutions.



Renting and Leasing Models

Would you like to expand your production and scale qualified processes to other EOS systems?

Our leasing and rental models allow you to rent or lease innovative EOS manufacturing systems so that you can maintain your liquidity and take advantage of tax benefits.



Individual Financial Solutions

Specific requirements call for individual solutions. We support the dynamic business development of our customers with individual financial solutions.

→ **Contact us and we will find the optimum solution together.**

Your benefits in a nutshell

- Tested EOS quality also for used systems
- Quick access to EOS additive manufacturing technology
- Comprehensive service support, identical to that of a newly purchased system

Your benefits in a nutshell

- Available for various countries
- State-of-the-art machinery with premium services
- Preserve your liquidity
- Tax benefits
- Instant availability of EOS systems



Headquarters

EOS GmbH
Electro Optical Systems
Robert-Stirling-Ring 1
82152 Krailling, Munich
Germany
Tel. +49 89 893 36-0
info@eos.info

www.eos.info

EOS

EOSGmbH

EOS.global

EOSGmbH

#ShapingFuture

Further Offices

EOS France
Phone +33 437 497 676

EOS Greater China
Phone +86 21 602 307 00

EOS India
Phone +91 443 964 8000

EOS Italy
Phone +39 023 340 1659

EOS Japan
Phone +81 45 670 0250

EOS Korea
Phone +82 2 6330 5800

EOS Nordic & Baltic
Phone +46 31 760 4640

EOS North America
Phone +1 877 388 7916

EOS Singapore
Phone +65 6430 0463

EOS UK
Phone +44 1926 675 110