



SERVICE

A complete team to ensure the performance of your SVP™ (Scalable Volume Production) Platform system

Uptime is critical to the success of your business, and as your trusted partner we are with you providing an array of post-sale support and service. We understand that you have a business to run and we believe that in order for your organization to run efficiently and minimize issues it is imperative that we provide you with ongoing support.

Our service team has years of experience maintaining, cleaning and repairing Electrophotographic (EP) subsystems, as well as maintaining the overall SVP Platform. We provide the required regular maintenance, as well as original spare parts and consumables. Our service team will provide quality maintenance that will keep your system running at high performance. Additionally, we can answer questions, provide training and technical support to ensure your team's success with your production.



SPEED



COST



QUALITY



MATERIALS



SCALABLE

SERVICE

KEY VALUE

INCLUDED WITH SYSTEM PURCHASE

Installation Services

Our team installs and validates operation of your SVP platform system in accordance with site acceptance testing and qualification. We can also assist you with understanding the “Facilities Readiness Guidelines” needed for machine installation and operation.

Basic Operator Training

This training is provided at the time of installation and can be separately purchased as needed. It covers the basics of power up/power down and safety guidelines for operating of the system. (This training is a high-level overview of the main system components).

Basic Maintenance Training

This training is provided at the time of installation and can be separately purchased if needed. It covers the maintenance schedule and operator replaceable components and their replacement.

Application Support

Included with your SVP System purchase is 50 hours of remote applications consulting to ensure that your team is on the path to successful operation and use of the system. Our application team is available to be hired via on-site or remote assistance for consulting in using the best design for STEP guidelines and other needs to get the most out of the SVP Platform.

POST-SALE SUPPORT AND SERVICE

Operator Replaceable Components (ORC)

These original OEM consumable parts are operator replaceable and are part of the regular maintenance of your SVP Platform system. Evolve will work with your organization to optimize the number of ORC’s that should be held on-site to maximize uptime. Our service team can make recommendations based on your planned use of your SVP Platform.

Service Replaceable Components (SRC)

These original OEM consumable parts are replaced by our field service team. For your original warranty to remain in effect, Evolve service must replace these on the standard maintenance schedule during the term of your warranty.

Original OEM Spare Parts

To maximize your uptime, we provide original OEM spare parts and can work with you to determine what you may need to keep on-hand based on your production workflow and use cases.

Scheduled Preventive Care

To ensure your system is operating as required, we will service the system at regular intervals. We will ensure consumable parts are properly changed, additional cleaning and inspections are maintained, and all calibrations are performed.

Troubleshooting

We understand that uptime is critical and that there are times when issues may occur. The SVP system also tracks data and metrics to provide diagnostic and operational performance information. Our tech support team can provide remote troubleshooting assistance, manuals or technical publications, or can dispatch a technician to diagnose, determine repairs and facilitate spare part installation.

LEARN MORE

HEADQUARTERS

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