

MAKERBOT® INNOVATION CENTERS

1. WHAT IS A MAKERBOT INNOVATION CENTER?

MakerBot Innovation Centers empower your organization to innovate faster, attract talented students or staff, increase collaboration, and compete more effectively. A MakerBot Innovation Center is a centralized, scalable 3D printing capability for large clusters of MakerBot Replicator Desktop 3D Printers. It is a customized solution that includes: printers and installation, the MakerBot Innovation Center Management Platform software, training, support, specialized racks, filament, and Thingiverse Private Groups (for storing, sharing, and managing your 3D design files).

2. WHAT ARE THE BENEFITS OF A MAKERBOT INNOVATION CENTER TO MY ORGANIZATION?

What you get out of a MakerBot Innovation Center all depends on the goals of your organization. In the past, organizations have purchased MakerBot Innovation Centers to

- **Increase research and entrepreneurship**
- **Attract and retain talented students, faculty, or staff**
- **Gain a competitive edge through faster innovation and iteration**
- **Optimize processes and accelerate iterative prototyping**
- **Stimulate creativity, innovation, and cross-organizational collaboration**

3. WHAT MIX OF HARDWARE IS RECOMMENDED FOR THE MAKERBOT INNOVATION CENTER?

To take full advantage of the 3D printing power of the MakerBot 3D Ecosystem, we recommend a cluster of MakerBot Replicator Desktop 3D Printers for your core printing capability, MakerBot Replicator Z18 3D printers for the larger-capacity, industrial component of your MakerBot Innovation Center, MakerBot Replicator Mini Compact 3D Printers for portable capabilities, and MakerBot Digitizer Desktop 3D Scanners for MakerBot MultiScan Technology and 3D modeling capabilities.

There are no special computer hardware requirements; any desktop, laptop, or tablet purchased in the last few years should be sufficient to run the MakerBot Desktop application as well as the MakerBot Innovation Center Management Platform.

4. HOW LONG DOES IT TAKE BEFORE A MAKERBOT INNOVATION CENTER CAN BE UP AND RUNNING?

Hardware delivery usually takes between two and four weeks but setup services and training from MakerBot staff depend on availability. We recommend scheduling your training and setup services as close as possible to your hardware delivery date.

5. IS THERE SOFTWARE FOR MANAGING ALL THE WORKFLOW OF ALL THE 3D PRINTERS IN A MAKERBOT INNOVATION CENTER?

Yes. Our MakerBot Innovation Center Management Platform is designed to do just that while also reducing labor and materials costs. It can be operated from any computer, laptop, or tablet made in the past few years and is fully optimized to sync with all MakerBot devices and applications. We've tested and continuously improve it in our own in-house MakerBot Innovation Centers, some of which exceed 100 3D printers, so that you can benefit from our knowledge and experience right away.

6. WHAT IS THE MAKERBOT INNOVATION CENTER MANAGEMENT PLATFORM?

The MakerBot Innovation Center Management Platform is a software solution that seamlessly and efficiently manages large clusters of MakerBot Replicator 3D Printers. It's designed to help your organization get the most out of your MakerBot Innovation Center and increase the return on your investment by increasing output, reducing costs, and providing crucial operational data for a level of workflow control that's currently unique in the 3D printing industry. The MakerBot Innovation Center Management Platform is fully optimized to sync with all 4th and 5th generation MakerBot Replicator 3D printers and can be operated from any computer, laptop, or tablet made in the past few years.

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7. WHAT KIND OF SUPPORT AND MAINTENANCE DOES MAKERBOT OFFER FOR INNOVATION CENTERS?

For customers living in the United States, the MakerBot MakerCare Protection Plan provides you with MakerBot's highest level of support from the people who know your MakerBot product best. With the plan, you can take advantage of 1, 2, or 3-year protection plans, access email and phone support, and visit our online Knowledge Base. For the duration of your MakerBot MakerCare plan, MakerBot will replace defective parts or arrange for you to ship your MakerBot product back to the factory for repair. We'll even cover the cost of shipping parts to and from the MakerBot factory for approved returns.

In addition, we offer specialized courses for beginners and experienced users alike on getting started, operating MakerBot 3D printers, 3D design for MakerBot Replicators in addition to technical training for anyone involved in the day-to-day operations of your MakerBot Innovation Center.

8. WHAT TRAINING DOES MY TEAM NEED TO OPERATE A MAKERBOT INNOVATION CENTER?

Your team doesn't need any special prior training: we offer in-depth training, setup, consultation, support, and even staff augmentation services (by request). We will work side-by-side with you to figure out what training is best for your organization and help you figure out how you can maximize your investment.

9. WHAT KIND OF TRAINING PROGRAMS DOES MAKERBOT OFFER?

MakerBot offers both technical training for those managing the day-to-day operations of your MakerBot Innovation Center as well as courses in 3D design and the operation of MakerBot Replicators 3D printers for students and other users or stakeholders who want to use the services of the MakerBot Innovation Center and understand its potential uses and impacts.

10. ARE THERE ANY SPECIAL HVAC REQUIREMENTS OR ENVIRONMENTAL CONSIDERATIONS NEEDED FOR MAKERBOT INNOVATION CENTERS?

Typically not; a normal power supply (100-240 V AC) and average room temperatures (60°- 90°F) are all you need for successful operation.

11. WHAT IS THE SQUARE FOOTAGE REQUIRED FOR A MAKERBOT INNOVATION CENTER?

The actual size you'll need depends on the number of 3D printers you purchase. We can work with you to recommend suggested floor plans and create customized racking setups that can reduce the total footprint.

12. WHAT IS THE PRICE OF A MAKERBOT INNOVATION CENTER?

Each MakerBot Innovation Center solution is customized, so the cost varies on the needs of your organization. Please call us at +1 (347) 334-6800 to discuss your needs or visit www.makerbot.com/innovationcenters for more information.

13. WHAT ARE THE ONGOING COSTS OF OPERATING A MAKERBOT INNOVATION CENTER?

The actual costs of operating your MakerBot Innovation Center depend on many factors. However, no matter how many 3D printers you purchase or how often you run them, our MakerBot Innovation Center Management Platform software is designed to help manage labor and materials costs. Depending on your needs, you may choose to hire a technician to help run the day-to-day operations of the MakerBot Innovation Center. Ask us for advice about technical training or finding qualified operators.