

OPERATIONAL ASSURANCE

**Protect your
printers.**
**Protect your
Projects.**

SERVICE PACKAGES - V2 2026

Your printer stops. Your crew waits. Concrete sets.

One unexpected outage can cost more than a full year of **Shield**



Maximize uptime

Minimize disruption and keep projects moving.



Protect your investment

Extend the life and performance of your printer.



Stay ahead of problems

Proactive care prevents small issues from becoming big ones.



Experts by your side

Real people, fast answers, deep expertise.



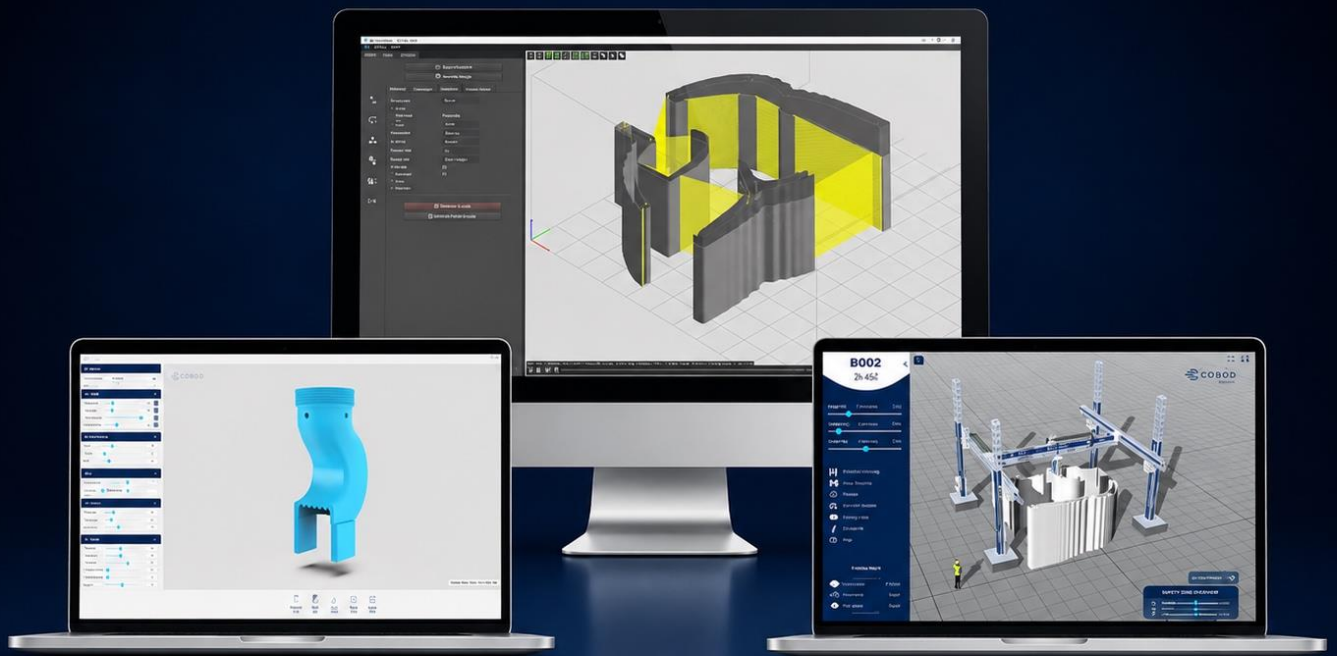
SHIELD IS NOT AN EXPENSE. **DOWNTIME IS.**

Not sure which level you need?
Ask for a free online check of your operation today

BACKED BY INDUSTRY LEADERS



In 2025, COBOD Specialists handled over 400 support requests worldwide, with most answered the same working day.



ShieldOS Software Suite

Plan. Prepare. Print.

ShieldOS unites three precision tools (COBOD Slice, COBOD Nozzle Builder and COBOD Configurator Pro), each built to work as one. Slice turns your CAD or BIM file into print-ready paths in minutes. Edit the group order, adapt layer specs on the fly, and simulate the full print sequence before a single drop of concrete is laid. You see the build before you build it, so nothing surprises you on site.

Nozzle Builder lets you shape the output down to the bead, designed to your exact spec and Configurator Pro renders your specific printer setup alongside the finished structure you intend to build, in hyper-realistic detail while you run a digital simulation printing project. Walk governments and investors through the final result before construction begins and let them see what they're backing. No guesswork. Efficiency, precision, and control at every stage of the job.

Each software includes personalized training sessions with your team.

COBOD Slice

CAD TO PRINT PATH

Your CAD file, print-ready in minutes. COBOD Slice turns any CAD or BIM file into precise, layer-by-layer print paths, then runs flow, movement, and timing in real time. No coding, just say what you want and Slice writes the script. Now powered by AI for even wider possibilities.

CAD and BIM compatible

AI-assisted scripting

Natural language path control



COBOD Nozzle Builder

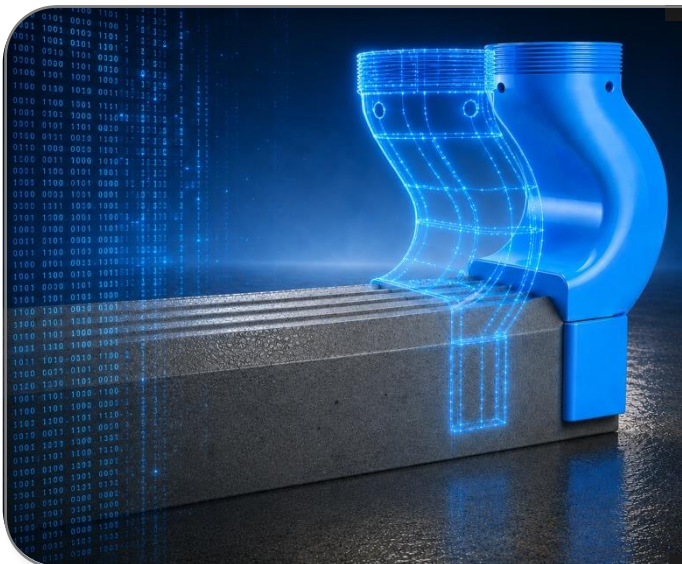
THE LAYERS YOU WANT

The nozzle decides how your surface looks. Layer height, width, finish, throughput, fiber orientation, all set by nozzle geometry. The Nozzle Builder lets you design your own specific nozzle to spec, so you can print it in plastic locally and have it ready to mount when you need it.

Personalized layers

Full throughput control

3D printed on demand



COBOD Configurator Pro

YOUR OWN PROJECT SIMULATED

The Configurator Pro lets you walk through your design before any concrete is placed. Every layer, every path, every machine, visible in advance. Use it to validate your printer configuration before setup and to show stakeholders exactly what your project will look like at each stage.

Easy to use

Print simulation preview

Sales ready material





Firmware Updates

Firmware always current, printer always running

Technology moves fast. Your machine should never fall behind. Every SHIELD package includes free printer software and firmware updates, delivered remotely by our customer team. No downtime. No hassle. Just a machine that keeps getting better.

Safety first. When a safety concern surfaces on site, our fastest fix is often a software one. Staying updated is your strongest shield for a secure, safe work environment.

New capabilities. We never stop building. Every update brings new features and improvements, some that quietly streamline your day, others that sharpen your competitive edge on every project.

More performance. Updates fine tune your machine to run smoother and faster, lifting output and productivity across the board.

Full compatibility. As our portfolio grows with new add-ons and hardware, updates keep your system ready to work with everything that comes next. Exceptions may apply.

Better troubleshooting. Small glitches happen. Regular updates catch and fix them before they slow you down, keeping every print stable and precise.

Staying updated is the easiest way to protect your investment, maximize productivity, and stay ahead of the curve. Do not wait for a challenge to prompt an update.

Always current. Always printing.



On-site Support Visit

When you need an expert on the ground, we show up.

One specialist. One visit a year. You call the shots. Not us.

Your Silver and Gold SHIELD packages let you book in advance and choose the mission: A preventive check before a project starts. Emergency response when a job is at risk. Or Print Shadowing, where our specialist stands beside your crew mid-print, correcting in real time, and your operators keep everything he teaches them.

Whatever the project demands, you set the scope, and we bring the expert. One visit, aimed exactly where your operation needs it the most.



Uptime



Expertise



Prevention

Maintenance Intelligence

EMERGENCY HOTLINE

ONE CALL AWAY TO HELP YOU

One call puts our certified COBOD specialists on the phone with your certified crew, ready to support you so you keep building. Backed by maintenance intelligence that knows your machine and its history.

Every call leaves you stronger



PRIORITY TICKET

FRONT OF THE LINE

You push your printers hard. They sit behind every project you deliver. So when something goes wrong and you write to support, you should not be sitting in a queue. Your message goes straight to the top of ours.

Your fastest answer, guaranteed

SELECTED PARTS

PARTS YOU NEED READY TO GO

Your Silver and Gold SHIELD package come with a selection of parts handpicked to keep your machine running and your project moving. No guesswork, what you need when you need it.

Strategic inventory solutions



COBOD CONNECT Platform

One place for the info you need

Our COBOD Solutions Platform puts the full power of your machine at your fingertips, from cost saving tips to advanced maintenance instructions with regular update reminders.

Get to work with a complete library of guides, manuals, and training built to help you run and maintain your equipment like a pro. Download the guidelines and part catalogues you need to troubleshoot fast and order correctly the first time. No guesswork. No downtime. Just the knowledge and tools to keep your machine running and your project moving.

A platform built to keep you building.



1 Year Extended Protection Warranty

The one year extended protection warranty ensures that you don't have any unforeseen costs related to your COBOD equipment while it is covered by our warranty. Ensure to study the terms and conditions for coverage below:

- 1. Factory Warranty:** The initial factory warranty is effective for 14 months commencing from the date the product departs from COBOD's production facilities ("Factory Warranty Period"). The period begins at dispatch regardless of when the product is first put into use by the customer and delayed deployment does not extend it. After the Factory Warranty Period concludes, the 1 year Extended Protection Warranty can be purchased up to a maximum of five years in total, upon purchase of a Gold SHIELD service package from COBOD.
- 2. Scope of Warranty:** Coverage refers to the free replacement of mechanical and electrical spare parts determined to be defective, missing or flagged by the technical support team upon review. It also includes online remote support for the installation of such parts. Elements are handed over for customer pick up at the factory. COBOD does not cover shipping of elements, custom fees associated with shipping, consumables, wearable or personnel travel nor accommodation costs.
- 3. Claim Procedure and Owner Responsibility:** To claim under this warranty, the owner must contact COBOD's techsupport@cobod.com and fill the warranty claim form; incomplete forms may delay resolution. The owner is responsible for providing additional documentation related to maintenance logs, incident reports, photos and/or environmental records. Incidents in which non-certified personnel is operating the equipment warranty will be voided.
- 4. Exclusion for Unavoidable Events:** This warranty does not cover damage caused by natural disasters, war, or other unavoidable events beyond human control.
- 5. Claim Timeline:** The owner must make a warranty claim within 30 days of noticing a defect in the product, otherwise warranty coverage cannot be ensured.
- 6. Data Responsibility:** In the event of repair or replacement of a product capable of storing user data, COBOD will not be responsible for the loss, recovery, or compromise of data.
- 7. Voidance of Warranty:** Any alterations or additions made to the equipment, which have not been approved by the COBOD R&D technical board, will render this warranty null and void. Such prohibited changes include but are not limited to: alterations to the printer system; modifications to the material delivery system or hose management; removal or covering of COBOD logos, branding stickers, and other trademarks; tampering with or changing original safety elements, classification stickers, or signs on the equipment. Failure to adhere to COBOD's maintenance and operational guidelines or utilizing materials not suitable for use with COBOD's equipment will also result in the voidance of this warranty.
- 8. Transferability:** This warranty is non-transferable and applies only to the original purchaser of the product.
- 9. Dispute Resolution:** Any disputes arising out of or in connection with this warranty shall be settled by arbitration administrated by The Danish Institute of Arbitration in accordance with the rules of arbitration procedure adopted by The Danish Institute of Arbitration and in force at the time when such proceedings are commenced.
- 10. Repair or Replace:** COBOD reserves the right to repair or replace the defective product or part at its discretion. COBOD will indicate when a repair can be performed by the local crew or if the scope will be covered during one of the on-site visits if applicable.
- 11. Operational Supervision:** The operation, installation, packing, or unpacking of the product without the supervision of a trained operator will result in the immediate voidance of this warranty. Non-trained personnel should NOT operate nor handle heavy duty machinery.
- 12. End of Life:** Once a product or part is declared end-of-life or discontinued by COBOD, it may no longer be available for replacement, and this warranty may no longer apply.



Monthly Health Checks

Catch it early or catch it hard

Your Silver and Gold Service Packages include a monthly health check with our experts. A virtual sit-down where our specialists review your machine's performance, wear, and firmware with you updating you about new best business practices. You've already made the smart call to protect your investment; this is where it keeps paying off. Breakdowns don't strike suddenly, they build quietly, and by the time a fault stops your printer, the repair bill and idle crew have already multiplied. The monthly check catches the small signals early, while a fix still costs minutes instead of days. Each session builds on the last, so your uptime record grows, and that track record is yours to keep. Staying enrolled is the easy choice; stepping away means giving up protection you've already built.



Prevent



Detect



Protect



COBOD CONNECT Event

Front row seat

Join our world class twice-yearly event, where the boldest 3D printed projects and latest breakthroughs take center stage. Connect with the professionals shaping the industry and see what's coming next. COBOD Connect events cover:

- Record breaking 3DCP builds from around the world
- New software features and updates
- Hardware add-ons
- Next generation machines

COBOD Visibility Boost

Get seen. Land the next project.

You built it. Now let the right people see it. Governments, developers and investors follow COBOD to find out who can actually deliver 3D printed construction. When your project appears, they see your name on real, finished work. This is not an ad. It is proof. New builds and past ones both qualify. Here's where your project shows up:

- Our social platforms and channels
- Features shared with industry media contacts
- The wider global COBOD community



COBOD SHIELD

Keep Your Production Moving

Proactive support, OEM expertise, and practical protection designed to reduce unplanned disruption before it affects production, people, or project schedules. Only COBOD can update your firmware, validate your parts and keep your warranty alive.



Maximize Uptime

Minimize disruption and keep projects moving.



Reduce Risk

Protect schedules, crews and customer commitments.



OEM Expertise

Access to COBOD experts who know your equipment best.



Stay Ahead

Proactive care prevents small issues from growing.

HOW COSTLY IS DOWNTIME TO YOUR OPERATION?

Manageable → **BRONZE**

Project-critical → **SILVER**

Business-critical → **GOLD**



BRONZE SHIELD

RELIABLE COVERAGE
12 MONTHS

Connectivity and technical support to keep your operations running.

KEY BENEFITS

- ✓ ShieldOS (Software Suite)
- ✓ Firmware Updates
- ✗ Specialist On-Site Support Visit (1)
- ✗ Response Hotline (\$250 pr/h)
- ✓ Standard Ticket Support
- ✗ Selected Parts for Visit
- ✓ COBOD Connect Platform
- ✓ Monthly Optimization Health Check
- ✗ 1 Year Extended Protection Warranty
- ✓ COBOD Connect Event
- ✗ COBOD Visibility Boost Services

PROTECT THE MACHINE

- Reduced operations
- Single printer deployments
- Low printing frequency

€ 12,150 /yr

Most Popular



SILVER SHIELD

ADVANCED PROTECTION
12 MONTHS

Proactive services and faster response to minimize downtime and protect project schedules.

KEY BENEFITS

- ✓ ShieldOS (Software Suite)
- ✓ Firmware Updates
- ✓ Specialist On-Site Support Visit (1)
- ✓ Emergency Response Hotline
- ✓ Priority Ticket Support
- ✓ Selected Parts for Visit (1)
- ✓ COBOD Connect Platform
- ✓ Monthly Optimization Health Check
- ✗ 1 Year Extended Protection Warranty
- ✓ COBOD Connect Event
- ✓ COBOD Visibility Boost Services

PROTECT THE PRODUCTION

- Frequent printing operations
- Active commercial projects
- Teams that need visit support

€ 18,200 /yr



GOLD SHIELD

MISSION ASSURANCE
12 MONTHS

Maximum protection, dedicated expertise, and strategic support for mission critical operations.

KEY BENEFITS

- ✓ ShieldOS (Software Suite)
- ✓ Firmware Updates
- ✓ **Specialist On-Site Twice a Year**
- ✓ Emergency Response Hotline
- ✓ Priority Ticket Support
- ✓ Selected Parts for Visit (1)
- ✓ COBOD Connect Platform
- ✓ Monthly Optimization Health Check
- ✓ **1 Year Extended Protection Warranty**
- ✓ COBOD Connect Event
- ✓ COBOD Visibility Boost Services

PROTECT THE BUSINESS

- High-volume operations
- Extended Fleet production
- Government/Strategic projects

€ 42,400 /yr



Protect your operation from day one.

Choose the level of COBOD SHIELD that matches your production needs and risk exposure. Request your complimentary online operational assessment review today.
*Service Packages V2 2026 pricing held until December 31st (Q1 visits fill first).

Peace of Mind. Maximum Uptime. Proven Results.

Coverage, response terms, and included services are subject to the applicable COBOD Shield agreement.

 COBOD



OPERATIONAL ASSURANCE

Choose the right SHIELD.
We got your back.

SERVICE PACKAGES - V2 2026

General terms and conditions

- 1. Activation and Duration of SHIELD Package:** Once COBOD International receives payment, your SHIELD package is active for one year, ending on the same date next year. We suggest users to consider end-dates and renew before to prevent project execution disruption.
- 2. Non-refundable Purchase:** All purchases of packages are deemed final and are non-refundable.
- 3. Yearly Visit:** If, due to client-related issues, the scheduled yearly visit cannot be carried out within the service contract's duration, the client's entitlement to the visit for that year will be forfeited. However, if COBOD is responsible for the inability to conduct the visit, it is obligated to perform the maintenance at the earliest convenience upon the expiry of the service contract.
- 4. Service Level Agreement (SLA) Non-Compliance:** In the event of non-compliance with the SLA on the part of COBOD International, the customer shall not be entitled to any refund.
- 5. COBOD Connect Access:** Customers get access to all online information via COBOD Connect. These resources are for internal use only and must not be shared externally. Usage should follow COBOD's guidelines.
- 6. Priority Support:** SHIELD package holders will receive priority status for tickets and calls over requests from lower-tier SHIELD packages.
- 7. Hotline and Ticket Support:** Clients can access hotline support for emergency assistance with technical issues and ticket support for addressing issues and general technical queries, the ticket system must be used for all claims.
- 8. Firmware Updates:** Regular updates, inclusive of new features, enhanced functionality, and general user interface updates, will be provided under the SHIELD packages. In case of older machinery requiring new specific parts, the discount for purchase in accordance with package tier will be applied.
- 9. Add-On Products and Aftersales:** The stated general terms and conditions also apply to any additional items or add-on products that are purchased with the printer or as part of an after-sales transaction. This includes but is not limited to, extra hardware, software, and maintenance supplies. These add-on products are also subject to the activation and duration terms of the SHIELD package.
- 10. Transferability:** Each Service Package is tied to the specific equipment covered and its legal owner. It may not be transferred to another machine, including any Software Suite services. Any licenses provided under a Service Package may be used only with the covered equipment and not with other machinery. Violation of this requirement may result in suspension of the services.