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When Precision Counts.

Solidscape Completes Customer Satisfaction Survey

Merrimack, NH USA

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Solidscape just completed its world wide Customer Satisfaction Survey for 2008. This year the company received a record 317 customer responses representing approximately 500 of the two thousand Solidscape products actively in use. The survey is conducted annually to determine the overall satisfaction of Solidscape customers relative to the company's products and support and to provide the company with better insight into how the machines are utilized.

Many of this year's responses reinforced prior ones and several new trends also emerged. Relative to machine performance, it was no surprise that customers were once again most highly satisfied with Solidscape products' accuracy and model quality, two of the characteristics for which Solidscape products are best known. Other performance attributes that received high scores included surface finish, ease of use and product reliability. Customers gave some of their highest ratings to Solidscape's service and customer support, recognizing timely and professional service and ready availability of consumables and spare parts. Company records indicate that in 2008, 97% of consumables and spare parts orders were shipped within 24 hours of receipt.

When rating what they believed to be the machines' most important characteristics, the highest percentage and more than 68% of Solidscape customers rated model quality as the most important. Product reliability was the next most important to 44% of the respondents. It was interesting to note that only 25% of respondents identified product and consumables costs among the most important characteristics.

Customer responses to machine utilization questions reflected the diversity of the customer base and their unique work environments. Over 65% of the respondents build between three and seven models per job with the average job lasting 21 hours. In the process, approximately 87% of respondents

consume between one and two bottles of build and support material each month. Approximately 90% of respondents most frequently run their jobs using the products' finer 0.001" and 0.0015" layer thickness and nearly half of the respondents take advantage of the products' finest layer thickness of 0.0005" for at least some of their jobs. Customers reported very high yield of useable pieces and more than 98% of respondents rated the casting of models from Solidscape products between good and excellent.

Those respondents who own other RP machines as well as their Solidscape products were asked to compare them. The Solidscape products were rated better than competitors in every category including; model quality, quality of cast parts, reliability, service and cost of ownership. The areas in which respondents rated Solidscape products most superior to the other equipment they owned were casting quality of the Solidscape parts, customer service and model quality.