













# Difference between TRIOS Care and TRIOS Only

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## TRIOS Care: A service plan for complete peace of mind

TRIOS Care is a comprehensive service agreement provided to new customers at no cost for the first year. After the initial year, customers can choose to continue TRIOS Care or switch to TRIOS Only, a basic service agreement with limited benefits and no monthly costs.

	 TRIOS Care	 TRIOS Only
 TRIOS Software Updates	✓	✓
 Access to 3Shape Community portal	✓	✓
 Unlimited Support Coverage	✓	Per case fee
 5-Year Full Warranty Coverage	✓	Per repair fee
 Accidental Drop Coverage	✓	
 Express Replacement <sup>1</sup>	✓	
 Cloud Storage	10TB	10GB
 25% Off Additional TRIOS Care Subscriptions	✓	
 Tailored Virtual TRIOS Onboarding Program	✓	
 Exclusive Trainings	✓	
	<b>Monthly or Annual Payments</b>	<b>Free</b>

**Support:** TRIOS Care includes unlimited support, while TRIOS Only customers can get support for a fixed fee per case.

**Warranty & Replacement:** TRIOS Care subscribers have extended warranty for five years, incl. accidental drop coverage, and express replacement, while TRIOS Only subscribers can receive repairs based on 3Shape's price list for out-of-warranty services.



**Academy Training:** TRIOS Care subscribers receive a tailored virtual TRIOS Onboarding Program and Exclusive Training offerings, including 4 annual Lectures with 3Shape trainers.

**Cloud Storage:** TRIOS Care includes 10 TB Cloud Storage to ensure that cases and patient data are securely accessible in the cloud.

**Discounts:** TRIOS Care subscribers receive a 25% discount on subscription for additional scanners.

## Interested in switching from TRIOS Only to TRIOS Care to enjoy all the benefits listed above?

Upgrade from TRIOS Only to TRIOS Care can happen at any time and will be active immediately after the request have been processed. To do so, please contact your reseller representative or [our support team](#). Please note that there is a 90 day grace period, where a customer upgrading from TRIOS Only to TRIOS Care is not covered by the warranty policy during their first 90 days on TRIOS Care. Other TRIOS Care benefits are available from the moment of upgrading.

If you have more questions regarding TRIOS Care and TRIOS Only, you may find the answers on our [FAQ page](#) or in the most up-to-date [TRIOS Care Terms and Conditions](#).

