

SUPPORT PACKAGES

CONTACT US FOR PRICING



LIFETIME

STARTER SUPPORT - FIRST MONTH OF USE

FOODINI

Foodini comes with an accessory box which has everything you need to start printing.

Volume discounts available for 100+ units.

ONLINE SUPPORT

24x7 access to our online support page. Find how-to articles, discover additional features of Foodini, get tips on how to create the best prints, and more.

STARTER PACKAGE A

REMOTE: 1 VIDEO CALL

- Up to 3 hours
- ✓ Learn how to use Foodini
 - ✓ Get familiar with printing
 - ✓ How to create basic prints

STARTER PACKAGE B

REMOTE: 4 VIDEO CALLS

- Up to 2 hours per call
- ✓ 1 call per week
 - ✓ Learn how to use Foodini
 - ✓ Get familiar with printing
 - ✓ How to create basic prints
 - ✓ Create custom prints
 - ✓ Testing prints

STARTER PACKAGE C

REMOTE OR ONSITE
AT CLIENT: 1.5 DAYS

- Creation of custom print designs
- ✓ We print with your ingredients/products
 - ✓ Training client teams

STARTER PACKAGE D

REMOTE AND ONSITE
AT CLIENT: 4 DAYS

- Creation of custom print designs
- ✓ Testing recipes/ingredients and print designs that can be a unique offering to your customers
 - ✓ Training client teams
 - ✓ We demo Foodini and present onsite results to stakeholders

SUPPORT PACKAGES

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CONTRACT SUPPORT - WITH CONTINUED USE

6 MONTHS

Video calls

-
- ✓ Up to 5 hours per month

12 MONTHS

Video calls

-
- ✓ Up to 5 hours per month

IN LIFE SUPPORT

PROJECT SUPPORT

REMOTE AND/OR ONSITE

2 DAYS

4 DAYS

6 DAYS

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- ✓ Set Up and creation of menu/ prints
 - ✓ Creation of custom designs
 - ✓ Calibration of new ingredients
 - ✓ Assistance with special projects

PROOF OF CONCEPT: NEW MENU OR PRODUCT DESIGN

REMOTE AND/OR ONSITE

5 DAYS

10 DAYS

We help create a Proof of Concept trial to test your project design with Foodini. Together we will define a scope, ingredients to be tested, prints designs and success criteria, using client specific recipes/ingredients. Each print is timed, photographed and filmed. The results are shared and will determine the next steps of the project.

- ✓ 40% of time: Define Scope of Works and Test Prints at Natural Machines
- ✓ 60% of time: Senior Consultant Onsite

