

Your Glowforge delivery is almost ready!

The Glowforge production line is running full steam ahead and your order is being prepared for shipment via UPS.

Here's a recap of what you ordered, including what's ready now, and what we'll ship to you later:

| Product | Shipping |
|--|------------|
| Glowforge Basic printer, laser head, & power cord | Ready now! |
| Accessories box with crumb tray, exhaust hose, & lens removal tool | Ready now! |
| Proofgrade Materials | Ready now! |

If you have some additional items that aren't quite ready for shipment, we'll be in touch via email as soon as they are.

Your Glowforge shipment will arrive in less than 6 weeks. When the shipment leaves the factory, we'll email you a tracking number. With that info, you'll be able to schedule with UPS for exactly when you'd like it delivered so you can sign for it and get printing right away!

It's just a few quick steps to get your order ready to ship:

- 1. Give us your address (whether you're ready or not this helps us prepare)
- 2. Review the features you can expect from your Glowforge
- 3. Let us know if you're ready for your Glowforge now, or would like to wait and receive it later
- 4. Read & agree to the terms of service, and that will start the shipment!

First, we need to know where your Glowforge will be delivered. You will need to be present to sign. We'll send you information after you confirm so you can arrange a delivery time with UPS.

Shipping Address

| First Name | | Last Name | |
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| Street Address | | | |
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| Street Address (Continued) | | | |
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| | | Next Step | |



Production features & specifications

It's been quite a wait, but the time is at hand! You may have already heard some of the changes and improvements we've made to your Glowforge while preparing it for production, but we know you're busy and might have missed some details.

This is the definitive list of what you should expect from your Glowforge when it arrives. This supersedes all previous specifications and descriptions. Also, while your Glowforge is a complete production unit, the software is still in beta, so this will describe features that are still in progress. Please read carefully so you can make sure your Glowforge meets your expectations.

If you discover that your Glowforge doesn't work for your needs after all, we're so very sorry - you can contact support to cancel your order.

Design With Just a Pen

Also called "Trace," this lets you create a design from scratch by drawing, meaning you don't need to learn complicated CAD or design software to create incredible prints.



Done?

Yes! Every time we bring Glowforge units to public events like Maker Faire, we get to watch hundreds of laser novices, adults and children alike, design amazing creations that they can print on the spot and take home to enjoy. We've also seen Glowforge customers use this for everything from advanced decorative designs to quick DIY fixes - for example, trimming a part by just drawing a line on it.



Secret keystrokes can refine your picture to make lines thicker or thinner: hold down either the command key on mac or control key on a PC, then press up and down for lighter and darker. Hold down cmd/ctrl-shift-up or down to make your drawing smoother or more accurate. Click to change engraves into cuts.

We've also improved the image recognition so it works with more than just big black pens - our customers are using it to create designs from high resolution inkjet prints and quick pencil sketches. We've even seen them put their phones in their Glowforge with a picture on the screen to scan it!

Precision Preview

You can see what your Glowforge sees, drag your design into place, and preview exactly where it's going to go and what it will look like. You can switch between cut and engrave settings and look at the difference. Then, when you print, everything lands right where you put it.

✓ Done?

Yes! This is one of the things that customers love most about their Glowforge - it's easy to align an engraving with something you want to embellish, or position your design in just the right spot on your material.

To Do:

We're continuing to improve accuracy - current software can experience a shift of up to 0.25" between preview and printing on objects placed near the far edges of the bed. You'll have the best results making sure your bed is sitting squarely and flat, and using Proofgrade materials.

® Bonus:

When your print is ready, we show you a high speed preview of the cut file so you can see exactly what the laser is going to do before you hit the

button. When you start printing, the software shows precisely what's being printed and how much time is left. More secret keystrokes when you're arranging your design: hold down spacebar and click-and-drag to pan; ctrl/cmd + or - to zoom in or out.

3D Autofocus

The precision laser beam on your Glowforge automatically focuses on both flat and curved surfaces.

✓ Done?

The software uses a low power visible laser and 5 megapixel camera to measure the height of your material to the thickness of a human hair, then focuses precisely so every cut is as quick and clean as it is powerful. Single-point autofocus works perfectly for flat material.

To Do:

Multipoint autofocus, which can continuously change focus to print on curved surfaces.

® Bonus:

We've implemented manual focus as well. If you'd like to experiment with the artistic and unusual effects of a defocused laser, you can type in a focus height to override the autofocus settings.

Recognize Materials

The onboard cameras automatically detect Proofgrade™ materials to automatically configure power, speed, focus, and other settings. Just pick "cut" or "engrave" and every print comes out perfectly.

✓ Done?

Yes! To paraphrase one of our customers: "Proofgrade makes things fire and forget; just choose 'cut' or 'engrave' and push the button".

To Do:

Recognize devices like Macbooks and iPhones. Proofgrade materials do not yet have UV barcodes, but have visible barcodes instead.



Choose variations like light, medium, or dark engraving to customize the look of your design.

Catalog

Print beautiful things quickly, with perfect results any time using premium designs from the Glowforge catalog.



The catalog isn't quite ready yet, but will be rolled out for all Glowforge users as soon as it's available.

Compatible

Print from any device, design program, or file type.

✓ Done?

SVG, PDF, PNG, GIF, and JPG compatibility. Print from desktop Safari, Chrome, Edge, or Firefox browsers. Some tablet and phone browser support. Convert most file types to be compatible with Inkscape.

To Do:

Tablet and mobile are still in development. Add support for many more file types. Software plugins to simplify printing.

Just one plug

All you need is a standard household outlet (120 volts, 15 amps, with 800 watts of available power) to use your Glowforge.



Yes!

Optical Alignment

Cameras make sure your print goes precisely where you put it, for easy layout and double-sided engravings.



Both lid and head cameras are dialed in to make the system easy to use. The system auto-aligns itself with the onboard cameras every time it turns on.

To Do:

Improved positioning accuracy and double sided engraving.

Precision within a kerf

The Glowforge software automatically compensates for the hairsbreadth thickness of your laser beam to make everything fit the first time.



Not released yet. When we turn it on, there will be options for both Proofgrade and other materials.

3D high-res engraving

1,000 DPI resolution & variable depth relief engraves with multiple passes.



Yes!



Stunning photo engraves and 3D engraves. We dialed up the resolution 35% higher than our specifications to 1,355 DPI. It looks incredible already and we're still improving it.

Safe for schools



The Glowforge Basic is a Class 1 laser product. The Glowforge Pro requires the (included) Pro Shields for use around children.

To Do:

NRTL listing will be completed for later production runs (see next page for details).

Material Capability

Print with dozens of natural materials.

✓ Done?

Yes. Note that you can only use materials that are guaranteed to be CO2 laser compatible. That includes Proofgrade materials from us and materials from suppliers (like Inventables) who sell material that they guarantee is laser-compatible. While any compatible material will work in a Glowforge, we cannot offer technical support for non-Proofgrade materials.

To Do:

Save settings when you use non-Proofgrade materials.

Work Area

Ample work space to create large projects from sturdy materials.



The material rests on a 18" \times 20" working bed. The printable area is 11" \times 19.5". The maximum thickness of material with tray installed is 0.5"; the maximum thickness of material with the tray removed is 2". The focus range is 0.5".

To Do:

When the laser is moving at maximum speed, it needs room to slow down near the top, bottom, and both sides. We'll be updating the software to compensate for that so it can give you more working space - up to 11.5" x 20" for slow movements like cuts; less for faster motions like engraves.

® Bonus:

Our original specs for thickness were only 1.5" with tray removed - we were able to increase that to 2.0" for you.

Cameras

Two five-megapixel cameras, one wide-angle in the lid and one macro in the head.



Yes!

One Button Print

Print from the web interface, then click the beautiful pulsing button to confirm.



Yes!



Work from anywhere with an internet connection.



Yes!

® Bonus:

If you lose connectivity during a print, no problem - it will finish anyway.

Wi-Fi

Set up your Glowforge anywhere with strong Wi-Fi signal (2.4 GHz b/g/n). Easy setup from your web browser.

✓ Done?

Yes!

To Do:

There is not yet support for Wi-Fi signals that require you to access a web page before connecting, like hotel Wi-Fi often does.

S Bonus:

Works on slow connections. If the connection comes and goes, your Glowforge automatically reconnects.

Case

High modulus injection molded plastic case. Custom extruded aluminum linear rails with belt-driven v-wheel carrier. Heat treated glass surface that blocks ultraviolet and infrared laser light.



Yes! And it's gorgeous.

Linear motion system

Dual hybrid stepper Y axis allows for self-calibration. Single hybrid stepper X axis for extremely precise engraving.



Yes!

Cooling

Closed loop self-contained internal liquid cooling.



Yes!

Exhaust

4" exhaust hookup or Glowforge Air Filter required.



® Bonus:

Ships with a 4 inch diameter, 8 foot long exhaust hose at no extra charge. You can use it with a dryer exhaust hookup or a nearby window.

Lighting

Dual high-powered internal white LED strips, white LED macro illumination for camera head TIV macro illumination for camera head https://glowforge.com/shipping/features

camera nead, or macro marmination for camera nead.



Yes!

Power Consumption

Glowforge uses no more power than a typical kitchen appliance.



Peak power consumption is 800W, 120 VAC, similar to a toaster or coffee maker, so it works from a standard outlet.

Safety Interlocks

Built-in sensors prevent access to infrared laser light. If the lid is opened, the laser will turn off immediately.



Yes!

® Bonus:

The Glowforge app will tell you when your lid is even slightly ajar.

Pro Speed

A Glowforge Pro is more powerful and uses upgraded laser optics to cut about 20% faster than Basic units.



Yes! Our Pro units come equipped with more powerful laser tubes and premium laser optics, which deliver more power to your materials. You'll see this reflected in shorter print times on cuts.



We're planning a future software update to unlock even faster motions with the improved linear system. This will speed up startup, scores, and engraves, resulting in even faster prints.

Pro Passthrough

Passthrough slot allows the use of material that's up to 1/4" (6.3mm) high, up to 20" (50.8cm) wide, and as long as desired



Front and rear slots are designed seamlessly into the unit and each is equipped with protective laser-absorbing curtains to maximize safety while in use. You can carefully move and align each print as you use large material.

▼ To Do:

We're improving the lid and head camera operation so that the passthrough feature automatically aligns your extra-long designs for you. The software will roll out later this year. Until then, you can align long prints by hand.

Pro Glasses

Glowforge Pro units come with laser safety glasses, at no extra charge.

✓ Done?

For some operations with the Glowforge Pro, you may need to wear safety glasses. Laser safety glasses like the **Noir EC2-53W glasses** are usually \$90 per pair, but we're including them, at no extra charge, in every Pro

shipment. These are premium safety glasses which can be used alone or worn over prescription glasses.



We'll sell extra pairs in case you want to have them on hand for visiting friends or family (or fashionable everyday wear).

Pro Shields

Use your Glowforge Pro in public or with kids safely with the Pro Shields.



To Do:

We heard from Pro customers that they want to use their Pro without the passthrough slots. To meet that need, we've developed a set of Pro Shields that finger-tighten right into the passthrough slot of your Glowforge Pro. They ensure that nothing - material or laser light - comes in or out.

® Bonus:

We'll ship Pro Shields to every Pro owner separately later this year, at no extra charge.

Pro Cooling

A Glowforge Pro operates in warmer environments continuously.

✓ Done?

Yes! Our Pro units have a thermoelectric cooler installed that can chill the coolant below room temperature. This allows it to operate in warmer environments, and reduces or eliminates cooling periods during long prints.

There's a lot here, because you're getting an incredible machine! We can't wait to get it to you. On the next page, you'll tell us if you want it now or later.





Now or later?

We've manufactured hundreds of units and logged tens of thousands of hours of testing in preparation for this, our first production run - and you've been chosen to receive one. If you decide to proceed, you should do so knowing that while your Glowforge hardware is complete, there are some parts of the experience that are still under construction.

We want to be absolutely certain it's the right time for us to deliver your Glowforge to you, so please read the following carefully and notify us if you would like to delay your shipment.

Your air filter will ship separately.

Your Glowforge Air Filter is scheduled to ship no later than the end of December 2017. In the meantime, you will need a window or a 4" dryer vent to operate your Glowforge printer.

If you would prefer to wait and receive your Glowforge later, when your Air Filter is ready, no problem! Let us know by clicking here to delay your shipment.

The software is in beta.

As you saw on the previous page, while the hardware is fully functional, we are still making improvements to the software. Some features are not fully completed, and as one of the first production users, you may see more bugs for

the next few months. Of course, as a Glowforge owner, you'll be eligible for new software features & improvements for the life of your machine.

If you would prefer to receive your Glowforge printer later, when the software is even more fully featured and has a smaller chance of bugs, click here to <u>delay</u>

your snipment.

The Glowforge unit is not listed with an NRTL.

While products in the US do not need to be listed with a Nationally Recognized Testing Lab (NRTL), some locations like schools require that products they purchase are listed. Based on customer requests, we've decided to add NRTL listing to our later production runs. If you require an NRTL listed device, click here to delay your shipment.

This is the first production run.

Each production run we learn things and optimize: in some cases we switch to different suppliers for components; in some cases we use different techniques to build or assemble things. These changes are generally invisible to customers. If we find a way to make a major improvement in later production runs, we may, at our sole discretion, ask you to send your unit back so we can update it. If you would like to wait a little longer for a unit for any reason at all, just click here to delay your shipment.

Our cosmetic standards will improve.

Our first units are beautiful, but may have some cosmetic defects or differences from units that come later. You may see small changes to the paint finish or bumps in the plastic. The door may not close as smoothly. We continuously work with our suppliers to make every Glowforge unit more perfect than the last, so they will get a bit more refined in the coming months. If you would like to wait until a later date to receive a unit that may have improved cosmetic standards, just click here to delay your shipment delay your shipment.

This is your Glowforge.

It's yours to own and keep forever. It's not a beta, or a prerelease... it's yours!

On the last page, you'll read some important information from our lawyers and review the final warranty on your materials. Then you'll get your Glowforge.





Final Approval to Ship

Finally, before we can ship you your Glowforge, you must agree to the terms of service regarding the hardware, software, services, warranty, and more.

Once you push the button below to agree to these terms, your order will no longer be cancellable, and your Glowforge shipment process will begin!

Glowforge Terms of Service

Last Updated: June 21, 2017

Welcome, and thank you for your interest in Glowforge, Inc. ("Glowforge," "we," or "us") and our website at glowforge.com and subdomains including app.glowforge.com and community.glowforge.com, along with our related websites, networks, applications, and software provided in connection with the Product (as defined below), and other services provided by us (collectively, the "Service"). These Terms of Service are a legally binding contract between you and Glowforge regarding your use of the Service, including to purchase the Product, Designs and Materials (as defined below).

PLEASE READ THE FOLLOWING TERMS CAREFULLY. BY CLICKING "I ACCEPT," OR BY DOWNLOADING, INSTALLING, OR OTHERWISE ACCESSING OR USING THE SERVICE, YOU AGREE THAT YOU HAVE READ

By checking this box and clicking "I agree", you are agreeing to the above terms and conditions and have read, understand and agree to adhere to the user manual operating instructions



Your Glowforge is on its way

And we couldn't be more excited to see what you're going to make!

As a reminder, here's what's shipping now, and what's shipping later:

| Product | Shipping |
|--|------------|
| Glowforge Basic printer, laser head, & power cord | Ready now! |
| Accessories box with crumb tray, exhaust hose, & lens removal tool | Ready now! |
| Proofgrade Materials | Ready now! |

If you have other items on order (including additional Glowforge printers or Air Filters), you'll get an email as soon as we can get your other items off the line for you. You'll be able to confirm your address before we ship them, in case anything changes.

So what's next?

Keep an eye on your inbox for notification that your Glowforge is shipping. It may take up to six weeks for you to actually receive it (but we'll see what we can do to speed it along). We recommend signing up for **UPS My Choice** so that you can track your shipment and make sure you'll be present when the boxes arrive. They'll need you to sign for them.

Your shipment will arrive in three separate boxes:

- Box 1 Glowforge Printer, laser head, power cord
- Box 2 Crumb tray, exhaust hose, lens removal tool. If you ordered a Glowforge Pro, you'll also receive our new Pro Glasses in this box.
- Box 3 \$150 worth of assorted Proofgrade materials:
 - Four 6"x12" sheets of Medium Maple Hardwood

- Five 12"x20" sheets of Medium Maple Plywood
- Two 12"x20" sheets of Medium Clear Acrylic
- One 12"x20" sheet of Walnut Veneer, with 3M tape
- One 12"x20" sheet of Maple Veneer, with 3M tape
- Two 5"x10" sheets of Standard Natural Leather

"Medium" Proofgrade materials are about 1/8" thick, and "Standard" Proofgrade leather is 2-3 Oz weight.

Now is also the time to prepare a home for your Glowforge.

- Decide where you're going to put your Glowforge. You can find the dimensions in the **tech specs**.
- Stock up on materials at **shop.glowforge.com**. We've loaded your account with your gift certificate, and right now there's free shipping on orders over \$100!
- Read the **user manual** so you're ready to use your Glowforge as soon as it arrives.
- Let everyone on the **community forum** know that your Glowforge is on the way!

And feel free to share with the world - if you post to Facebook, Twitter, Instagram, or Pinterest, be sure to mention @glowforge so we can celebrate along with you!

As always, if you can't find an answer to a question you have, contact Customer Success. That's what we're here for! We can't wait to get you your Glowforge.

Last but not least, here's a current count of all of the Glowforge credits you've earned for your incredible patience. As a reminder, you're getting a \$20 gift certificate per month of delay, which is reflected in the total below:

| Catalog credit: | \$50.00 |
|---------------------|----------|
| Unspecified Credit: | \$140.00 |