

Annual printer repair contracts provide a fixed cost upfront allowing businesses to budget in advance for potential malfunctions to printing operations, whether these consist of single printer hundreds of printers spread across multiple manufacturing locations.

Premium Printer Repair Contract

VERSION ONE

The Premium Printer repair contract is offered with a **NEXT BUSINESS WORKING DAY** respon level. This means that the call will be responded to by 5pm on the following working day, and includes:

- All engineers travel time to and from site for qualified repair visits
- All labour charges as required to fix the printer breakdown
- The cost and supply of all non-consumable parts* (as defined below)
- As many visits as required throughout the contract period for qualified repairs
- Telephone technical support for printer repair issues

This contract does not include the cost of visits for fitting consumable parts such as printheads a platen rollers, visits due to media issues, support for labelling software, printer repairs due to malicious damage or issues as a result of operator misuse.

(These visits are still supported within the agreed response timeframe and a fixed call out fee plus our hourly rate will apply)

Standard Printer Repair Contracts are paid in advance for the twelve-month period.

Premium Plus Printer Repair Contract



The enhanced Premium Plus Printer Repair Contract is offered with a **NEXT BUSINESS WORKING DAY** response. This means that the call will be responded to by 5pm on the following working day, and includes:

- All engineers travel time to and from site for all visits
- All labour charges as required to fix the printer issue
- All labour charges for replacing printheads and platen rollers
- The cost and supply of all non-consumable parts (as defined below)
- As many visits as required throughout the contract period including visits for media issues
- Telephone technical support for all issues
- 1 visit per year for preventive maintenance on each printer covered.

This contract does include the cost of visits for fitting consumable parts* such as print heads and platen rollers, but does not include the cost of these parts. This contract does also include visits required due to media issues or printer setup.

The preventative maintenance visit will either be carried out during a normal repair visit or scheduled for completion during the 11th month of the contract term. Additional preventative maintenance visits can also be included within this contract at a 50% discount from the standard prices as listed within the latest price list. Premium Printer Repair Contracts are paid in advance for the twelve month period. However sit with 6 or more printers can be invoiced on a twelve month period but paid for on a quarterly basis. This contract does not include the cost of visits or repairs for malicious damage.

Consumable parts

These include the parts on a printer that are high wear items and include the printhead, platen a pinch rollers.

In other words these items need changing on a regular basis depending on the volume of media passing through the printer.

The life of these parts can be dramatically improved by regular cleaning and care taken by the operator when removing media jams.

Current & Obsolete / Legacy printer models.

The printer brands and models covered by annual onsite service contracts are listed within the latest edition of the price list. This is regularly updated as new printers are introduced and added to the range.

Please note that obsolete / legacy models refer to printers that are no longer supported by the printer manufacturer. We can still offer support for these printers but parts will sourced and supplied on a best endeavours basis. The status of printers covered under a contract will be included on the contract.

Formal Contracts

Both versions of the above repair contracts will be issued with a formal contract and will need to signed by both parties. An unbranded version of this contract will also be supplied prior to ensure that all conditions are clear and agreed in advance.

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T: 01403 865111 E: info@supplylineid.com
www.supplylineid.com

Supplyline Auto ID Ltd,
Supplyline House,
Oakendene Industrial Estate,
Cowfold, West Sussex, RH13 8AZ

