

On-Site Printer Maintenance Contracts

Would having a broken printer for more than a few days have a detrimental effect on your business?

Faulty printers can take up to three weeks to fixed by the printer manufacturer. For a small charge you can enjoy the peace of mind that an engineer will repair the fault of your plastic card printer on-site within a maximum of 2 days!

What is included in a Digital ID contract?

- **Unlimited Telephone Technical Support** – contract customers call and speak with our engineers at any time during the contract period for over the phone technical support.
- **Technical Filter** – when logging a fault call with the helpdesk, within 30 minutes of the call being logged the Technical Filter engineer will call the site to ascertain as much information as possible regarding the fault, at this point currently 12% of calls are cleared.
- **Guaranteed Response and Fix times** – market leading performance levels, all contracts have not only a guaranteed response time but also a guaranteed fix/loan time i.e. 8hr Response + 8hr Fix/Loan.
- **Unlimited Call Outs** – all contracts have no limit on the number of calls that can be logged.
- **All Inclusive** – all parts and labour are included for the contract period (excluding the supply of print heads).
- **Call Statistics** – available on request to monitor service level performance.

Contract Exclusions:

The following items are not covered by a maintenance contract:

- **Printheads** – replacement printheads will be chargeable.
- **User Damage** – e.g. the machine has been dropped, tampered with, or has been subjected to electrical or water damage. We would recommend removal to our workshop for assessment. Customer is quoted for the repair and charged once complete.

For more information on our on-site printer support or to place an order please call our sales team on 0800 988 2095 or email sales@digitalid.co.uk