



**AB&R®**

identify. track. manage.

# SERVICE AGREEMENTS & RENEWALS

Understanding your service coverage

- **SmartCare Depot:** Depot repair and maintenance plans provide flexible, cost effective options for your business printers, which can be customized to fit your business needs and budget. SmartCare depot repair guarantees that your equipment is repaired and ship within 1, 3, or 5 days from the day it arrives in our service depot.
- **SmartCare On-site:** On-site service repair and maintenance plans reduce downtime of mission critical equipment with an AB&R® technician on-site within 8 working hours from a call to AB&R®'s dispatch team.
- **Technical and Software Support (TSS)\*:** TSS extends the manufacturer warranty coverage for technical support and software updates up to 5 years.
- **Install & Configure Assist (ICA)\*:** ICA provides technical resources and expertise for installation and configuration of new equipment.

## FREQUENTLY ASKED QUESTIONS (FAQS):

**What is the turnaround time of a repair?** AB&R® provides service agreements with 1, 3 and 5 business day options on turnaround time. Turnaround time is the actual repair time of the equipment; this does not include transit time (shipping to and from our depot facility or travel to a customer facility for on-site service).

**What is covered under a service agreement?** AB&R® provides comprehensive and non-comprehensive service coverage options. Comprehensive coverage includes all parts and labor (excluding printheads, batteries, and abuse). Non-comprehensive coverage includes all labor and basic service parts with normal wear and tear (excludes printheads, batteries, abuse and major parts (i.e., motherboards, touch panels, etc.).

**What coverage lengths are available?** AB&R® provides service coverage lengths of 1, 3 and 5 years. Coverage lengths can also be customized to fit your business requirements. Please contact your sale representative to request a quote.

**Is preventative maintenance available?** Yes. AB&R® SmartCare service agreements include an annual preventative maintenance service (must be scheduled in advance) for no extra charge. Customers can also purchase standalone preventative maintenance service agreements for both depot and on-site.

## FEATURES

- 24/7 access to AB&R®'s on-line customer service portal for FAQ's, product manuals and return material authorization requests
- Preventative service calls by manufacturer certified technicians
- Guaranteed service levels for support and repair
- Status reporting on key operational metrics
- Repair history reporting

For additional questions

**Call Today**  
**1-800-281-3056**