



## Source Technologies



### Desktop Printer Maintenance Programs

**Express Swap-Out:** Source Technologies (STI) will respond by sending a replacement printer the same day for calls received before 3:00 p.m., EST, Monday through Friday. All calls received after 3:00 p.m. will have a replacement printer sent the next business day. The customer is responsible for installation of the replacement equipment, and for the prompt return of the failed equipment to Source Technologies, Charlotte, NC.

**On-Site Express Swap-Out:** Source Technologies (STI) will respond by sending a replacement printer the same day for calls received before 3:00 p.m., EST, Monday through Friday. All calls received after 3:00 p.m. will have a replacement printer sent the next business day. A technician will arrive the day the replacement printer is delivered to install the printer. This service is available ONLY for the ST9116 printer model.

**Next Business Day:** STI, or its affiliates, will respond next business day. This is Monday – Friday, 9 a.m. to 5 p.m., local time.

**Same Business Day – 5x9:** STI, or its affiliates, will respond the same business day, generally within a 4-hour response time. This is Monday – Friday, 9 a.m. to 5 p.m., local time (**Note:** “generally within a 4-hour response time” does not assure the printer will be repaired during this 4-hour period.)

**Same Business Day Priority – 7x24:** STI, or its affiliates, will respond 24 hours a day, seven days a week, generally within 4 hours. (**Note:** “generally within 4-hours” does not assure the printer will be repaired during this 4-hour period.)

Service delivered according to service level excluding major holidays. **All on-site service is subject to parts availability and delivery.** If a customer has purchased a “Next Business Day” or a “Same Business Day” contract and requires service outside of normal business hours, such services will be billed at ST’s current hourly rates (portal-to-portal), with a minimum charge of two hours per call.

**Note:** Add 15% to all costs for coverage in Alaska, Hawaii and Puerto Rico. All pricing is in US dollar amounts. Maintenance for Canada may be purchased through Bottomline Technologies.

The basic warranty on ST printers is **one-year return to depot**. This includes calling ST directly (@ 1-800-922-8501, option #2 and then #1) and receiving telephone assistance for technical problems. If resolution of the problem requires service, the Customer will be given a Return Materials Authorization (RMA) Number to ship the Equipment prepaid to STI for repair. Customer must reference this RMA number on the package. Upon receipt, the printer will be repaired within 2 business days and return shipped to the Customer via ground transport.

**On-Site Maintenance Service:** To place a service call for maintenance, call 1-800-922-8501, option #2 and then #1. Calls should be placed before 3 p.m. EST to ensure prompt service. The customer should have the serial number of the printer, a description of the problem, and should be able to access the printer while placing the call. If the technician is unable to resolve the issue over the telephone, a field technician will be dispatched to the customer’s location to repair or exchange the customer’s failed equipment. Travel time, parts, and labor are included for printers that are covered by a maintenance agreement.

**Excluded Service: The following will not be covered under ST maintenance contracts.**

- Electrical work external to equipment.
- Maintenance of accessories.
- Maintenance of attachments or other devices not listed on maintenance schedule.
- Repair of equipment damage or increase in service time due to the following:
- Misuse, accident, modifications, unsuitable physical or operating equipment.
- Failure to provide adequate electrical power, temperature, humidity control, or improper service by someone other than ST.
- Damages due to causes external to the printer, including but not limited to fire, flood, wind and lightening.
- Consumable supplies are not covered under maintenance contracts. Customers may purchase consumable supplies directly from BT by calling the Supplies Division at **1-800-788-5463**.
- ST maintenance or warranties will not cover any damage due to use of unsupported materials including remanufactured cartridges.

Any questions regarding ST hardware maintenance contracts should be directed to the Supplies Division at Bottomline Technologies, **1-800-788-5463** ext. 5220.