

Service Performance Guarantee

Printronix is all about reliability and the Service Performance Guarantee is our commitment that Printronix Genuine Service will consistently deliver you high satisfaction, minimize downtime, eliminate multiple on-site technician visits and keep your critical printers up and running. For this reason, Printronix guarantees to replace printers that we are unable to service to our stringent manufacturing specifications. When you're covered with a Genuine Service contract, you can rest assured that your mission-critical equipment will be performing at peak efficiency. The Printronix Service Performance Guarantee applies to printers and parts and is a unique benefit available only to Printronix Genuine Service customers. See our service contract terms and conditions for complete details.



Terms and Conditions

- Must be one of the following Printronix branded printers:
 - Printronix P8000 series Line Matrix Printers
 - Tally Genicom 6800 series Line Matrix Printers
 - Printronix Laser Printers – LP series
 - Printronix S809/S828 series serial matrix printers
- Must have an active Printronix Genuine Service Contract and account be in good standing
- Must attempt to have the printer serviced three times within a calendar year before replacement eligibility
- Printronix must approve any replacement
- End-user is responsible for returning the printer to Printronix and pre-paying freight charges
- Defective printer must be returned within 30 days of new replacement or account may be billed

**For more information
about Printronix Genuine
Performance Guarantee:**

Phone: (800) 665-6210
Email: support@printronix.com
Website: printronix.com/service



PRINTRONIX
WHEN SERVICE RELIABILITY COUNTS