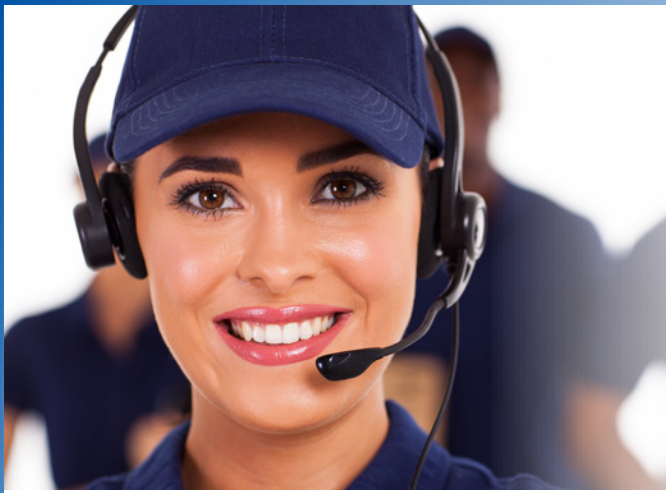


# Service You Can Trust. Guaranteed.



## Our Service Starts Where the Carpet Stops

You need a brand that knows tough and harsh operating environments, where the floors are concrete, not carpet and where the operating environment is hot, cold, humid and harsh. We know tough, that's why you can count on Printronic service for all your critical service and maintenance needs to keep you up and running.

## Trust Printronic Service for Your Mission-Critical Equipment



### Industry Leader

- ▶ Industrial printer manufacturer and service leader for over 45 years
- ▶ Reliable support for mission-critical equipment in factories, warehouses and distribution centers (DC's)



### Service Performance Guarantee

- ▶ No matter how many repairs or service calls are needed, you don't pay extra
- ▶ If we can't fix it, we will replace your mission-critical equipment\*



### Global Support

- ▶ Network of offices around the world
- ▶ ISO 9001 Worldwide Certification



### On-Site Service Performed by Printronic Certified Technicians

- ▶ Our technicians are properly trained to service your products according to strict manufacturer standards and abide by our code of ethics
- ▶ Our factory certified techs know their stuff and will get you back online with minimum downtime



### Genuine Factory Certified Parts

- ▶ Our service and maintenance agreements always include Genuine Printronic replacement parts
- ▶ Parts designed and engineered to perform to the highest operating standards set by the manufacturer

## Printronic Service Portal

### Around-the-Clock Service Command and Control Center

The Printronic online Service Portal gives you 24/7 access to the status of all your service tickets, requests and repair history to meet your demanding service requirements.

- Included with all Printronic service and maintenance contracts
- Manage your entire fleet with one single portal
- Service ticket issuance/dispatch
- Service call progress and status monitoring
- Track all your service calls' status and history



[printronix.com/service](http://printronix.com/service)



	SERVICE PACK	MAINTENANCE AGREEMENT	EXTENDED PARTS COVERAGE	COMPLETECARE*
	Service with new printer sale	Maintenance/service plan for all Printronix printers	Genuine Printronix Parts replacement coverage	Complete fleet care for all your service needs *
Contract Length	1, 3 or 5 years	Flexible	1, 2, 3 or 4 years	Flexible
On-Site Service	✓	✓		✓
Service Portal	✓	✓	✓	✓
Parts Included	✓	✓	✓	✓
Service Performance Guarantee <sup>1</sup>	✓	✓		✓
PrintNet <sup>®</sup> Monitoring Software <sup>2</sup>	✓	✓		
Multi Brand Service				✓

\*Check Availability. 1,2 Applies only for Printronix LLC Line Matrix and Serial Matrix Printers, Tally Genicom Line Matrix Printers.

## Printronix Services to Compliment Your Business Needs

We can also offer you valuable services that provide a variety of time-saving benefits, from installation of your new equipment to custom configuration services, preventive maintenance, extended parts coverage and in some regions, removal and recycling of your old equipment with our E-cycle program. Printronix is always ready to respond to all your parts and repair needs with a team of experts who will ensure maximum productivity for your mission-critical equipment.

## Global Companies Trust Printronix Service and So Can You!

Superior service at competitive prices makes Printronix the clear winner when choosing your service provider.



*"I trust Printronix as my service provider, they are always dependable and on time"*  
—Bakemark

*"The tech was super fast and very knowledgeable and very kind."*  
—YRC Freight

*"The tech did an awesome job. Thanks again for the quick repair of our broken printer."*  
—Labatt Food Service

## Contact Us to Receive Your FREE Service Consultation:

**PRINTRONIX<sup>®</sup>**  
WHEN SERVICE RELIABILITY COUNTS

Phone: (800) 665-6210  
Email: [support@printronix.com](mailto:support@printronix.com)  
[printronix.com/service](http://printronix.com/service)

\* Some services, product offerings and service performance guarantees may not be available in your area, please consult Printronix by calling or visiting [printronix.com/service](http://printronix.com/service). Performance guarantee only applies to: <sup>1</sup> Printronix line and serial matrix printers, <sup>2</sup> TallyGenicom line matrix printers and <sup>3</sup> Printronix service packs and maintenance agreements. All product names, logos, and brands are property of their respective owners.