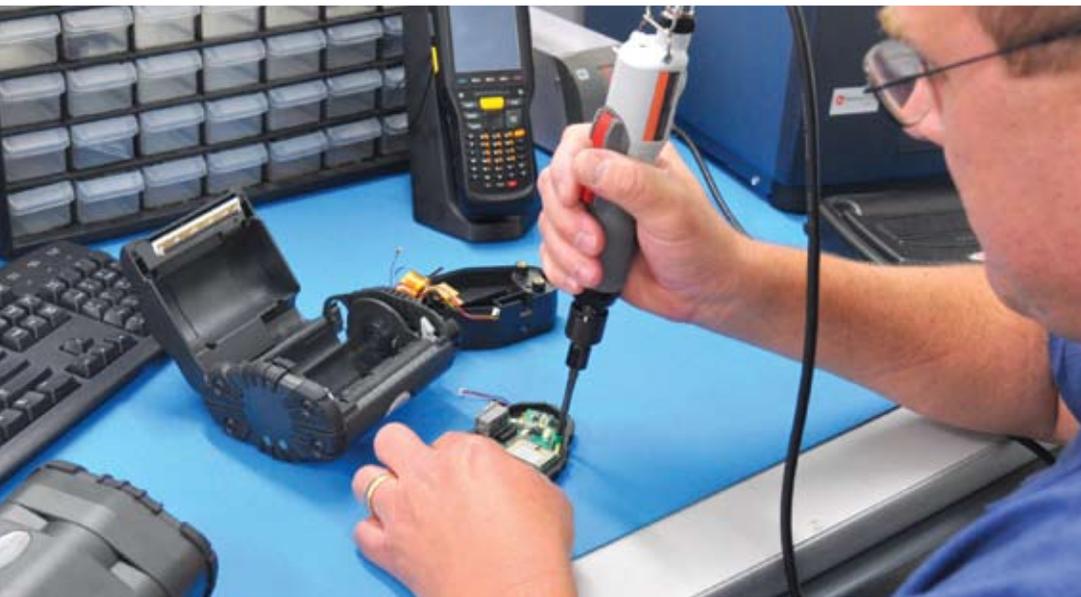




Protect Your Investment with Datamax-O'Neil Extended Warranty Service Agreements ■ ■ ■



Trained Service Specialists
+
Genuine Parts from
Datamax-O'Neil



Peace of Mind



datamax·o'neil
right by our customers.

Keep your Datamax-O'Neil printer operating at peak performance to get the most out of your investment.

Our Extended Warranty Service Agreements provide the coverage you've been seeking for worry-free operation of your Datamax-O'Neil products, long after the original warranty period has expired.

Datamax-O'Neil's Extended Warranty Service Agreements have been designed with a consistent and simple structure, enabling you to select a program that best suits your needs.



The programs feature:

- Quick response times
- A variety of comprehensive coverage options
- A broad choice of contract duration options
- Ease of purchase and registration
- The ability to upgrade to other service options during the Standard Warranty period

With a wide array of coverage options to choose from, you'll have confidence knowing your equipment will be serviced by certified technicians using genuine Datamax-O'Neil parts. Regardless of which option you choose, you'll benefit from fast turnaround on repairs, restoration of printers to original factory specifications, and continuing parts and labor coverage.

You'll get peace of mind in knowing that service and repair is coming from the manufacturer, who has the infrastructure to ensure you receive the very best service at the most competitive price.

Datamax-O'Neil's new service options and extended warranties give you peace of mind.

How to Obtain an Extended Warranty

Obtaining an Extended Warranty is easy. At original purchase or at any time during the Standard Warranty period, an Extended Warranty can be purchased to add up to 4 years to your printer's coverage. Then, choose from one of 3 value-added options to accommodate your business needs:

Priority	2-day turnaround on warranty repairs (Standard warranty is 5-day turnaround.)
Printer Express	Overnight exchange through a managed pool of customer-owned inventory
Comprehensive	"No fault" comprehensive coverage upgrade

Trained Service Specialists

Datamax-O'Neil's strategically located repair facilities and experienced service technicians provide quality service and support for all our products. We use only genuine Datamax-O'Neil parts to ensure you receive maximum compatibility and performance.

Printers covered by Datamax-O'Neil service options will continue to deliver top quality performance for the duration of the agreement... guaranteed.

Service Features	Extended Warranty	Value-Add Programs		
		Priority	Printer Express	Comprehensive
Free phone support	■	■	■	<i>Adds Coverage to Selected Programs</i>
Covered parts and labor	■	■	■	
Required repairs to restore to original performance specifications	■	■	■	
Required cleaning and adjustment	■	■	■	
Ground freight return shipping	■			
5-day turnaround time for repairs	■			
2-day turnaround time for repairs		■		
Same-day shipment			■	
Managed exchange pool of customer-owned goods			■	
Preventive maintenance		■	■	
2-day freight return shipping		■		
Annual or monthly activity reports provided			■	■
Coverage of all parts, including print heads (excludes batteries and accessories)				■
Physical damage or abuse				■

Feature	Detailed Description
Technical Phone Support	<p>Extended Warranty customers benefit from free technical support from Monday through Friday (except holidays).</p> <p>In North America, phone: +1 407 523 5540 (8:00 am - 6:00 pm U.S. Eastern Time)</p> <p>In Europe, phone: +33 4 75 75 63 16 (8:30 am - 18:00 pm Central European Time)</p>
Covered parts and labor	<p>Extended Warranty and Service Options guarantee that under normal use and service, Datamax-O'Neil printers are free from defects in material and workmanship. The duration of this coverage is based on the customer-purchased option.</p> <p>Expendable and/or consumable items or parts such as lamps, fuses, labels and ribbons are not covered under this warranty.</p> <p>The warranty does not cover equipment or parts which have been misused, altered, neglected, handled carelessly, or used for purposes other than those for which they were manufactured.</p> <p>This warranty does not cover loss, damages resulting from accident, or damages resulting from unauthorized service.</p>
Required repair to meet original performance specifications	<p>Printers covered under any Warranty program will be repaired to meet original performance specifications. This does not include cosmetic damage.</p>
Required cleaning and adjustment	<p>Printers covered by the Extended Warranty program and/or value added service options will have major parts cleaned and/or adjusted as necessary before being returned to the end-user.</p>
Ground freight return shipping	<p>Printers covered by the Extended Warranty program will be returned to the customer via ground freight.</p>
5-day turnaround time for repairs	<p>Printers covered by the Extended Warranty program will be repaired in 5 business days from receipt of the printer at a Datamax-O'Neil repair center.</p>
2-day turnaround time for repairs	<p>Printers covered by the Priority value added program will be repaired in 2 business days from receipt of the printer at a Datamax-O'Neil repair center.</p>
Preventive maintenance	<p>Datamax-O'Neil will perform any necessary preventive maintenance on printers sent in for service that are covered by any value added service option. This includes the cleaning of print heads.</p>
Managed exchange pool of customer-owned goods	<p>Under the Printer Express program, Datamax-O'Neil will manage an inventory of customer-owned printers used to replace any defective units sent in for repair. Upon notification of a failed printer, an exchange printer will be shipped out on the same day. The defective printer will be returned from the customer, repaired, and placed into the managed inventory pool.</p>
Same-day shipment	<p>Printers which are covered by the Printer Express plan will have a customer-owned printer shipped the same day as Datamax-O'Neil is notified.</p>
2-day freight service	<p>Printers covered under the Priority plan will be returned via 2-day freight.</p>
Monthly and annual activity reports provided	<p>Datamax-O'Neil will provide monthly reports summarizing service activity on printers covered by the Printer Express, and annual reports for any Comprehensive coverage plan.</p>
Coverage of all parts, including print heads (excludes batteries and accessories)	<p>Comprehensive service option covers all printer parts except batteries and accessories. Printhead replacement is limited to a maximum of (2) per printer per year (tracked by S/N). Any replacements required will be genuine Datamax-O'Neil parts.</p>
Includes coverage involving physical damage or abuse	<p>Coverage that includes the Comprehensive plan upgrade is unconditional.</p>

to learn more, visit www.datamax-oneil.com

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