

## WORKSPACE SERVICES

- Printer Maintenance Support



Agilitas' multi-vendor printer maintenance service provides our channel partners with an up to 4hr SLA parts swap out service across the whole of the UK. Supporting many of the leading manufacturers of laser, inkjet, plotters and dot matrix products, this vendor agnostic service provides businesses with a more flexible and cost-effective option to existing OEM printer support packages. With the ability to add an engineering upgrade to the service means channel partners are equipped with the necessary tools to add this robust and simple solution to their services portfolio.

### Features

- 24/7 service desk for around the clock support.
- All of mainland UK supported
- Helpdesk support (Level 1) on behalf of channel partners.
- Provision and delivery of OEM or "like-for-like" alternate parts to customer site all types of printer supported.
- SLA - either 4 hour or NBD response.
- One price per SLA model (caveats may apply).
- Legacy/EOL products supported

### Vendors

We support an extensive list of vendors including:



**OKI** **EPSON**



**RICOH**  
imagine. change.

At your side.  
**brother**<sup>®</sup>

**KYOCERA**

### Benefits

- Gain more wallet share from existing customer base
- Extend current service proposition with this simple bolt-on service
- A known, capped pricing structure easy to integrate into existing pricing models.
- Extend the life of IT assets and extend the OPEX model, delaying the CAPEX model by several years.
- Ability to mix and match support options, based on set customer criteria (e.g. VIP's).
- Delivery anywhere in the UK (SLA's may vary for Highlands and Islands).

For further information on how we can help your business, get in touch

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## Pricing

Printer - Parts + Logs	Description	Description	NBD	4hr
C1 = OKI Microline 3410 or ZEBRA GK420D	Barcode	Dot Matrix	£16.00	£21.00
C2 = HP 6500A or EPSON STYLUS C80	InkJet	OfficeJet	£19.00	£23.00
C3 = HP 1300N or HP PRO400 M425DN MFP	LaserJet	DesignJet	£24.00	£29.00
C4 = HP PRO 400 COLOR M451NW or HP CP3525N	Colour LaserJet		£30.00	£38.00
C5 = Laser/LED A3 Standalone Printer or MFD Mono/Colour	Laser/LED A3 Standalone Printer	MFD Mono/Colour	£43.00	£55.00
C6 = Plotters A1/A0	A1 Plotter	A0 Plotter	£375.00	£450.00

Printer - Parts + Engineer	Description	Description	NBD	4hr
C1 = OKI Microline 3410 or ZEBRA GK420D	Barcode	Dot Matrix	£18.50	£22.00
C2 = HP 6500A or EPSON STYLUS C80	InkJet	OfficeJet	£21.50	£25.50
C3 = HP 1300N or HP PRO400 M425DN MFP	LaserJet	DesignJet	£28.00	£32.50
C4 = HP PRO 400 COLOR M451NW or HP CP3525N	Colour LaserJet		£36.50	£43.50
C5 = Laser/LED A3 Standalone Printer or MFD Mono/Colour	Laser/LED A3 Standalone Printer	MFD Mono/Colour	£48.50	£58.00
C6 = Plotters A1/A0	A1 Plotter	A0 Plotter	£435.00	£645.00



## Terms & Conditions:

- For Engineering, refused access to hardware will be deemed as SLA met.
- Improper use of the equipment, modified, altered, added to (without prior notification) or, which has been subjected to unusual physical or electrical stress.
- The client's failure to maintain a suitable environment for the equipment, including (without limitation) failure to maintain a constant power supply, air conditioning or humidity control.
- The clients neglect, abuse or misuse of the equipment, or its failure to operate the equipment (in accordance with the relevant instructions) or, for the purposes for which it was designed.
- The use of defective or inappropriate consumables or other supplies with the equipment.
- Any defect or error in any software used upon, or in association, with the equipment.
- Telephone equipment or communications lines failure.
- Loss or damage caused by external equipment failure.
- Any accident or disaster affecting the equipment, including (without limitation) power surge, fire, flood, water, wind, lightening, transportation, vandalism, burglary; or any act of terrorism.
- Accidental or malicious damage e.g. liquid spillage, paper clip in keyboard, physically broken LCD screen, cracked or broken cosmetics.
- Micro code upgrades / BIOS upgrade, virus-causing or software corruption, media damage and incompatible software/ hardware.
- Replacements or loans, when hardware has failed portable appliance tests.
- Ordinary wear and tear of the equipment e.g. screen burn, worn out keys, worn out mechanical working parts.
- Reinstatement fees, in respect of software for which support or licences have lapsed.
- Data recovery and/or restoration.
- Projector bulbs are excluded from support.
- Fitting of consumables.
- All items to be in working order at contract inception, any open calls or failed equipment on day 1 to be treated as chargeable activity.
- The company will maintain equipment deemed 'fit for purpose' but will deem 'beyond economic repair' (BER) and hence not covered under maintenance items that are no longer serviceable.
- Adding, changing and removing features, or options, to the equipment listed in the agreement.
- All OEM specified consumable parts are excluded from this pricing.