

Warranty Extension for Document Scanners



Spigraph delivers highest quality warranty extension services to protect your scanner investment.

Peace of Mind: No additional unexpected service costs and guaranteed response times

Flexibility: Options include fix time guarantee, backup units and preventive maintenance

Confidence: Our highly skilled engineers deliver service excellence and ensure business continuity

Meeting your needs: Find the right package or choose a fully flexible option

ONSITE BASIC	ONSITE SMART	ONSITE BUSINESS	ONSITE PROJECT
<p>Good value – fair price</p> <ul style="list-style-type: none"> • Basic maintenance contract to protect you from unexpected service costs • For customers with backup scanners or scanners that are not business critical 	<p>Value for money – if you expect more from a service plan</p> <ul style="list-style-type: none"> • Be protected from unexpected service costs • With preventive maintenance to extend your scanner's life and ensure maximum performance • For customers with backup scanners or scanners that are not business critical 	<p>All round protection – if you cannot afford down time and want to boost productivity</p> <ul style="list-style-type: none"> • For customers whose scanners are business critical • Preventive maintenance visits to ensure your scanner operates at peak performance • Fast service response times • Includes fix time guarantee 	<p>Fully customised – we design a service package that suits your needs</p> <ul style="list-style-type: none"> • For customers with multiple scanners • Service packages are custom designed with a consultant to suit your individual business needs

Find the right package or choose a fully flexible option.

SERVICE	BASIC	SMART	BUSINESS	PROJECT for larger scanner installations
Priority access to customer care specialists	✓	✓	✓	✓
Technical support	✓	✓	✓	✓
Optional Remote Access Support	✓	✓	✓	✓
Spare parts, labour & travel* included	✓	✓	✓	✓
Provision of replacement unit if necessary	–	–	✓	✓
Guaranteed on site response time*	8 hrs	8 hrs	4 or 8 hrs	flexible
Guaranteed fix time*	–	–	8 hrs	flexible
Preventive maintenance**	–	1 per contract	1 per year	flexible
Contract duration of 3 years or 1 year auto renewal***	✓	✓	✓	flexible

* Response times, travel and fix time guarantees may not be available in certain regions. Guaranteed Fix time: Starts after response time.

** Our customer care team will contact you to schedule your PM visit.

*** Additional contract durations also available on request.

Some contract options are not available for certain scanner models. Certain SLAs (e.g. fix times, travel, response times etc.) subject to regional availability. Please contact us to find out details.

WHAT TO DO IF YOUR WARRANTY EXTENSION EXPIRES?

Our succeeding Service Contracts can smoothly take over.

- Duration: 1 year
- End: Fix end or autorenewal
- SLA: Same as your previous contract (Basic, Smart, Business, Project)

Why choose Spigraph for your services?

- Specially trained and vendor certified team of field service engineers with in-depth knowledge of multiple scanner types and brands
- Dedicated technical support in all major languages
- Service offerings across borders – we can service all your devices, in multiple countries
- Global coverage – we are there when and where you need us
- Highest spare part inventory in EMEA to meet your service needs as fast as possible
- Service packages available with various flexible options to suit your individual needs

Ask about our additional services:

- SWAP exchange services
- Software support
- Installation and tailored training programmes

**WE COVER ALL
YOUR SERVICE
NEEDS!**