



PRINTERS PREVENTIVE MAINTENANCE PROGRAM

We know that it is quite difficult locate Factory Parts on island. Therefore we have assigned a local representative on St.Maarten to handle all Services on our behalf, and have therefore enclosed our Preventive Maintenance Business Solutions program for your review. We understand that keeping expenses down is critical is today's business world. As you know repairing a printer before or after its warranty period can be costly.

Intro

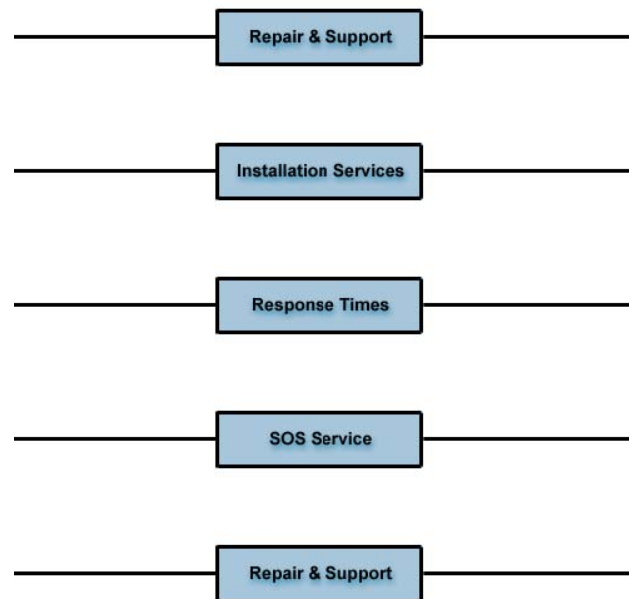
With our Preventive Maintenance Business Solutions program we assist clients achieve results by offering professional support and creative business solutions. We do so by implementing creative but proven technology, business concepts and strategies. By offering an extended warranty plan, you can extend the life of your investment by a couple of dollars per month. The program is simple. Purchase an appropriate Preventive Maintenance Business Solutions Maintenance Contract and pay minimal or NO ADDITIONAL charges for repairs or parts according to your agreement. Simple as that, if you are down and according to the package you have chosen, we will replace your defective printer with a duplicate loaner until the damaged printer is repaired or process a rush order for a part to replace, minimizing your down-time. Select from one out of our 3 packages and complete the sign-up for an annual agreement and get covered for a full year. Restrictions do apply.


Take a moment to think of how many daily activities in your business are accomplished with the aid of a printer.

Now, imagine what would happen if you experienced a failure that made it difficult or impossible to perform those tasks. Avoid **loss of productivity... customer dissatisfaction...project delays... and loss of revenue.**




VANQUISH DIGITAL offers a wide array of network and mobile printers maintenance plan. Support services including the following:





SOS Service

EXPEDIENT IT & CONSULTING has designed the SOS Service Agreement with the small and mid-sized business in mind. SOS Service Agreements cover most problems that can occur with your Printer equipment and are available at a fixed monthly or yearly fee that is *affordable and predictable*. Services are done on a regular monthly maintenance and every 3 months is a complete detailed preventive servicing on contracted printers.



Repair & Support

“What would happen to your business today if a mission-critical PC or Printer or network server failed? ”

Maintenance on Laser Printers:

Maintenance kits contain the spare parts with highly predictable wear characteristics. Under heavy usage these rubber rollers wear down and lose their ability to grab paper and guide it through the printer. Maintenance eliminates repeat service calls and maximizes the paper feed and print quality performance of the laser printer. In addition, maintenance is priced substantially lower than purchasing these same parts individually.

Preventative Maintenance is fast becoming the standard way to ensure printer reliability. By purchasing our Preventive Maintenance Business Solutions you would in short be purchasing some sort of insurance against hardware malfunction. Immediate replacement of defective part will take place with minimal downtime.

Parts would be replaced same business days of malfunction. We stock 100% quality Manufacture Spare Parts and are linked to all PC & Peripheral Manufactures. Preventative Maintenance has become the standard way to ensure PRINTER and PC reliability. We will stock most spare parts and are linked to spare parts programs such as DELL, Gateway, Compaq and Hewlett-Packard's parts depot. These services are available to us 5 days a week / 12 hours a day not including weekends and U.S Holidays.

Response Times

Package A Standard (24-48 Hrs) Response locally	Package B Same Day (6-12 Hrs) Response locally	Package C Emergency (2-4 Hrs) Response locally	Package D Nearby Islands(24 Hrs) Response Time
*1. \$15.00	\$25.00	\$50.00	\$75.00
*2. \$25.00	\$45.00	\$60.00	\$90.00
*3. \$10.00	\$18.00	\$25.00	\$45.00
*4. \$15.00	\$22.00	\$35.00	\$65.00
*5. \$215.00	\$255.00	\$375.00	\$395.00

1. Laser Printer repairs without parts replacement options, service only.
2. Laser Printer repairs with parts replacement, maintenance included.
3. Inkjet Printer repairs without parts replacement options, service only.
4. Inkjet Printer repairs with parts replacement options, service only.
5. Special printers repairs with parts replacement, card, label, ID Badge, Laminators, Oversize Plotters, Large Media Plotters.

Prices are based on each unit and billed on a monthly rate. Reduction on prices can be offered to large companies with 20 printers or more. Repairs do not include supplies, such as toners, ink, drum, imaging unit, paper and travel expenses.

If your company is interested then please visit our: [contact us page.](#)
We will forward you a standard agreement to begin Printer Preventive Maintenance.

