

# JETEC's Maintenance and Support Programs are designed to maximize uptime and customer return on investment

Increasing coverage

	1 Remote Support	2 Preventative Maintenance	3 Standard	4 Comprehensive
Program Overview	<ul style="list-style-type: none"> <li>Provides unlimited technical support calls or email requests.</li> <li>Provides TeamViewer™ remote hosting troubleshooting                             <ul style="list-style-type: none"> <li>Share desktop with a JETEC technician allowing for remote PC access &amp; system troubleshooting</li> </ul> </li> <li>Both phone and TeamViewer™ tech support provided by JETEC system engineer</li> <li>Support available from 8AM -5PM, PST.</li> </ul>	<ul style="list-style-type: none"> <li>Provides on-site scheduled quarterly preventative maintenance by a JETEC technician.</li> <li>Includes:                             <ul style="list-style-type: none"> <li>Printer flush</li> <li>Filter replacement</li> <li>Ink calibration</li> <li>System tune-up, cleaning &amp; calibration</li> <li>Actuator lubrication</li> </ul> </li> <li>Excludes replacement parts and fluids</li> <li>Technician travel &amp; labor are excluded*</li> </ul>	<ul style="list-style-type: none"> <li>“PM Maintenance” contract plus additional services, including:                             <ul style="list-style-type: none"> <li>Phone response within 4 Hours between 8AM-5PM PST; after 5PM within 2 Hours following business day</li> <li>Inkjet printer consumable parts (e.g. filters, nozzle)</li> <li>Ink jet printer replacement parts only* (system replacement parts are excluded)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>“Standard” support contract plus additional services, including:                             <ul style="list-style-type: none"> <li>All system replacement parts</li> <li>IMS Software upgrades</li> <li>Complimentary holiday shutdown and start-up service</li> <li>1 complimentary on-site operator training</li> </ul> </li> </ul>
Price	<b>CALL for Pricing</b>	<b>CALL for Pricing</b>	<b>CALL for Pricing</b>	

\*Prices shown are billed monthly, per industrial inkjet printer. Technician travel & labor included if installation site is within 75 miles of a JETEC facility. Telephone support calls & technician labor billed at \$150/hour. Technician travel billed at cost. Covers ink jet parts up to \$1,500 in total value. Subject to JETEC Terms & Conditions. To schedule service or for more information contact JETEC Corporation +1.714x.979.9610 or email [service@jetec.com](mailto:service@jetec.com).

# JETEC's Maintenance & Support programs are flexible

	Remote Support Program	Preventative Maintenance Program	Standard Support Program	Comprehensive Support Program
<b>Legend:</b> <span style="color: red;">■</span> Included at no additional cost <span style="color: black;">■</span> Printer support included; system support billed at cost				
Complimentary telephone support call (1 monthly)	■	■	■	■
Unlimited telephone & TeamViewer™ support	■		■	■
Printer preventative maintenance (quarterly)		■	■	■
System preventative maintenance		■	■	■
Support/troubleshooting Technician <u>travel</u> *			■	■
Support/troubleshooting Technician <u>labor</u> *			■	■
Inkjet printer consumable parts (filters & nozzles, excludes fluids)			■	■
Inkjet printer replacement parts				■
System (non-inkjet printer) replacement parts				■
New operator training (1 included annually)			■	■
IMS Software upgrades (software only, excludes all hardware)	■			■
Holiday shutdown & restart service			■	■
Price*	CALL	CALL	CALL	CALL

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