

# Maintenance Contract Gold

ONSITE SERVICE FOR YOUR PRINTER FOR YOUR PEACE OF MIND



Service by professional for your printer

## **BENEFIT:**

- Free of problem
- Better ROI
- Quick response
- Spare unit
- Non Stop running
- Priority response



## Maintenance contract:

Onsite respond time within 2 working days.

Repairing Printer turnaround time within 4 working days, else replace with temporary loan unit.

Spare Parts replacement for Free for any manufacturing defect (excluding any physical damage or burn mark)

3% Discount from printer's spare parts replacement and consumable.

Up to 2 times PREVENTIVE onsite service.

Maintenance contract exclude:- Human mishandling.

## PERIOD OF COVERAGE

The principal period of maintenance and replace worn or defective parts will be performed during the "BASIC HOURS"

between 0900 hrs to 1800 hrs. Five (5) days per week, Mondays through Fridays excluding Saturdays, Sundays and Public Holidays.

## ON-SITE RESPONSE TIME

Service Support Maintenance provides four (4) hour response for calls received between 0900 hrs and 1800 hrs for products located in Klang Valley. For calls received after 1600 hrs, response time is measured from 0900 hrs the next business day.

## NON-OFFICE HOURS SUPPORT

Any attendance and/or services required at Customer's site at the Customer's request outside ALC-Tech's normal office hours shall be subjected to a minimum charge of per on-site visit.

**ALC-TECH (M) SDN BHD**

*“Stay free from machine headache with maintenance contract, Life should have more time with family”*