

Maintenance Contract Barcode Unattended Scanning System

ONSITE SERVICE FOR YOUR BARCODE UNATTENDED SCANNER 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
- New staff training
- Non stop operation



Maintenance contract:

Onsite respond time within 2 working days.
Repairing Scanner turnaround time within 4 working days.
Spare Parts replacement for Free for any manufacturing defect (excluding any physical damage or burn mark)
3% Discount from scanner'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.

IN-HOUSE RESPONSE TIME

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

ON-SITE RESPONSE TIME

Service Support Maintenance provides forty eighth (48) hour response for calls received between 0900 hrs and 1800 hrs for products. 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's normal office hours shall be subjected to a charge per on-site visit.

ALC GROUP OF COMPANY

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