

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

ALC-TECH (M) SDN BHD

KL Office: No. 30-1, Jalan 6/62A, Bandar Manjalara, 52200 Kepong, Kuala Lumpur, Malaysia.

JB: No. 15, Jalan Besi, Taman Sri Putri, 81300 Skudai, Johor.

PG: 2-07-05, Harbour Trade Centre, 2, Gat Lebu Macallum, 10300 George Town, Pulau Pinang.

Maintenance Contract

ONSITE SERVICE FOR YOUR PRINTER FOR YOUR PEACE OF MIND

OVERVIEW

Onsite response time within 2 working days. Repairing Printer turnaround time within 4 working days, else loan with temporary printer. Spare Parts replacement for Free for any manufacturing defect (excluding any physical damage or burn mark). Discount from printer's spare parts replacement and consumable. With minimum to 2 times preventive onsite service.

Contract exclude:- Human mishandling or Accidentally damage



PERIOD OF COVERAGE

The principal period of maintenance and replacement 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.

BENEFIT:

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