



SANDIA INTERNATIONAL

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CARD PRINTERS TECHNICAL SERVICE & SUPPORT #20120101

We offer preventive maintenance, depot service and maintenance contracts for SECUMIND and ZEBRA CARD PRINTERS. *Secumind and Zebra Card Printers come with a 24 months warranty and service is free of charge during that period (Print Head excepted) – You call (800) 290-0463 for an RMA , then ship to Arlington – We repair and ship back to you. We offer 3 service/repair options:*

PREVENTIVE MAINTENANCE

Depot in Arlington:	\$250.00
On premises (Metroplex)	\$350.00

(Preventive maintenance is free of charge for printers installed by Sandia during the first year of operation)

PRINTER SERVICE & REPAIR FLAT RATE per printer:

Zebra	\$400.00
Secumind	\$400.00

(Includes parts and labor – excepted Printhead)

MAINTENANCE CONTRACT – SERVICE PLANS PURCHASE

DEPOT *(Repairs handled in Arlington)*

- *New Printers \$400.00 per printer - 3 years coverage (24 months warranty + 1 following year)*
- *Old Printers (Sold > 60 days ago) \$400.00 (1 year coverage)*

ON PREMISES REPAIRS *(Metroplex – Call for rates outside the DFW Metroplex)*

- *New Printers \$475.00 (3 years coverage)*
- *Old Printers (Sold > 60 days ago) \$475.00 (1 year coverage)*

Flat rate service & repair, and Maintenance contracts include the following:

- All parts and labor (excluding printheads and accessories)
- Required repair of nonfunctioning equipment
- Cleaning and adjustment
- Complete preventative maintenance at no cost
- Return shipping via ground at no cost
- 3 to 5 day turn-around time* from date of receipt
- Assures optimum performance
- Overall savings and peace of mind
- Engineering Change Orders and firmware updates are applied keeping your printer up to date



TROUBLESHOOTING CALLS (Complimentary)

When calling, have your **printer type** and **serial number** ready.

FOR SECUMIND PRINTERS: (800) 290-0463 EXT. 103

FOR ZEBRA PRINTERS: (866) 322-5203