



iPHOTO PREVENTATIVE MAINTENANCE AGREEMENT

Epson Surelab D3000 Drylab - 'SR' & 'DR' Models (Years 4 & 5 Coverage)*

Independent Photographic Supplies Pty Ltd Offers the following 2 Year PM & E (All Parts Inclusive) - Preventative Maintenance & Emergency Breakdown Agreement for Epson Surelab D3000 Drylabs continuing on from the Epson Original Manufacturers Warranty CoverPlus Service Agreement.

Epson Print Head Maintenance Kits - 2x Kits PA are supplied at No Charge for the 2 Year Term of the PM & E Agreement (i.e. total of 4x Kits), these MUST be used every 3 Months by Operator/ Lab Owner as part of this PM & E Agreement. (to be implemented with Pt. 1 - IPS Health Check Initial Equipment Inspection (as below).

Remote Online Diagnostics - iPhoto PM & E Service Agreement features Online Technical Diagnostics by Trained iPhoto Technicians, & is Offered with the following components:

1. IPS Health Check Initial Equipment Inspection - (Time Onsite 2 Hours) - 1x Off Initial Inspection by iPhoto Technician Onsite

Features:

- Full Equipment Inspection & Check Serial Number of Unit Covered
- Set up iPhoto Online Tech. Diagnostics with Customer Machine
- Photographic Image Tests
- Check Print Head Tests
- Full Printer Calibration
- Check Colour Profiles
- Ink Line Drain Washing/ Full System Flush
- Replace Head Capping Unit
- Run Epson Print Head Maintenance Kit (NB - Customer to run every 3 Months for the period of the 2 Year PM & E Agreement
- Lubricate Mechanisms

2. Annual PM Service Calls (Preventative Maintenance Service Call) NB - 1x Call Per Year of the 2x Year Agreement

Features: (All Parts Included)

- All Epson Replacement Parts Inclusive
- iPhoto Tech. Online Diagnostics
- Full Equipment Inspection
- Photographic Image Tests
- Check Print Head Tests
- Replace Head Capping Unit
- Lubricate mechanisms

3. Emergency Technician Callouts x 2 Per Annum - (Emergency Breakdown Coverage) NB - 2x Calls Per Year of the 2x Year Agreement

Features:

- Following Online Diagnosis of any Emergency Issue, if required iPhoto will arrange for Technician Visit Onsite for Repair of Breakdown
- Includes All Epson Parts Required

NB - Exclusions:

- Post Warranty Printers with Pre-Existing faults require Inspection & Repair (at customers expense) prior to engaging the iPhoto PM & E Agreement*
- Emergency Technician Callouts are subject to technician availability, and are limited to normal business hours: Monday to Friday, 9.00am to 5.00pm.
- Emergency Technician Callouts are limited to 2x Calls Per Year of the 2x Year Agreement. Unused Callouts are not cumulative & cannot be transferred to the following year(s).
- Annual PM Service Calls (Preventative Maintenance Service Call) are limited to 1x Call Per Year of the 2x Year Agreement Unused Callouts are not cumulative, and cannot be transferred to the following year(s).
- ** Remote Minor Service Calls may be performed remotely. Some remotely detected minor part replacements may only require the relevant part(s) being shipped to customer's premises, and the required replacement performed by the Customer/ Customer's Staff via remote guidance by an iPhoto Technician.
- iPhoto PM & E Agreement does not replace or include the iPhoto Annual Tech Support, Remote Online & Phone Support, Profiling & QC Package which is Sold separately.
- ** Travel Charges may apply

NEW

iPhoto 'PM & E' - Preventative Maintenance & Emergency

Breakdown Support for Epson Surelab D3000 'DR' or 'SR' Drylabs (NB - Per Machine)

iPhoto Drylab P.M. & E. Service
Preventative Maintenance &
Emergency Breakdown Agreement for
Year 4 & 5 Only **\$9,995.00**
(+GST)

Order Fax: 02 9875 5448

Phone: 02 9875 2244

PAYMENT DETAILS:

Business Name:

Enclosed is my Direct Deposit (See opposite)

Please Charge this to my preferred Credit Card: VISA / MASTERCARD - No Transaction Fees

Please charge this to my AMEX Card: Note: 1.9% Transaction Fee

Expiry Date: / Credit Limit: \$

Card Number:

Name shown on Card:

Signature:

Sec. Code:

Est. Purchase Amount:

- Please keep my Card details on File for Future Orders (Check box if Req'd)

BANK DEPOSIT DETAILS:

Commonwealth Bank:

Pennant Hills NSW Branch:

BSB # 06 2225

ACC. # 101 680 34

Note 1: We must have Confirmation of your Deposit prior to goods Despatch.

Note 2: Please e-mail a Copy of your Remittance Advice to sales@iphoto.net.au



* Pre-Inspection Required: Subject to Full Technical Pre-Inspection of Surelab D3000 Printer by iPhoto Trained Technician

** Travel Charges may apply: Independent Photographic Supplies Pty Limited will perform Onsite Preventative Maintenance & Emergency Breakdown repair work within an 80 kilometre radius from its nearest service centre, in the following areas; Sydney, Newcastle, Wollongong, Canberra, Melbourne, Hobart, Brisbane, Adelaide and Perth.