

Preventative Maintenance Contract

At Service Centre (carry in)

Service includes

- Cleaning of the printer
- Adjustment and cleaning of the sensors
- Adjustment and cleaning of the print head.
- Adjustment of the printer to the tickets in use
- Inspection of the printer to prevent malfunctions/ damages
- Inspection of the used tickets to prevent malfunctions/ damages
- Firmware and Font updates (if needed)
- Unlimited telephone support (Monday – Friday / 09:00 hrs. – 17:00 hrs. – Public/Bank holidays excluded)

Excluded is

- Replacement of parts (if you use TLS tickets exclusively, print heads will be replaced free of charge, if necessary).
- Shipping costs (to and from).
- Replacement packaging.

Other

- When sending in your Boca ticket printer for preventative maintenance, please make sure to pack the printer in a proper box (preferably original) with adequate inside protection. Make sure your printer does not get damaged during transportation.
- Please include a batch of tickets so we can set up your Boca to your tickets.
- If it turns out that the printer needs repair, then our flat rates for repairs will be applicable. You will be informed before we start the repair procedure.

Pricing

- Prices depend on specific model and location of the printer(s) in question.
- When using TLS tickets stock, major discounts on all our maintenance and service contracts are applicable.
- The pricing of the contract assumes the presence of all parts.
- All missing parts will be invoiced individually.

Please contact your account manager for further details and our best offer.

On Site

The on-site service procedure is identical to what is mentioned above except for the details involving the shipment of printers.

The service will be carried out during a visit of a TLS engineer.

Your TLS account manager will contact you a few weeks ahead to make an appointment for the service visit.

Pricing

- There will be a 10% surcharge on the in-house rates plus additional travel expenses will be applicable. Prices are on request.
- When using TLS tickets stock, major discounts on all our maintenance and service contracts are applicable.
- The pricing of the contract assumes the presence of all parts.
- All missing parts will be invoiced individually.

Please contact your account manager for details and our best offer.