

Service Contract

Service includes

- Unlimited telephone support (Monday – Friday / 09:00 hrs. – 17:30 hrs. – Public/Bank holidays excluded).
- On site call out / qualified on site technician or a replacement printer (if needed).
- All man hours and labor.
- Firmware and Fonts updates (if needed).
- Replacement of spare parts, except print head, cutter and logic board.
- All standard travel- and/or shipping & handling costs.

Service does not include

- Preventative maintenance; the customer is responsible to provide a reasonable level of preventative maintenance as described in the user manual.
- Obsolete spare parts and obsolete logic boards.
- Parts damaged by misuse or negligence, including damage due to defective ticket stock.
- Replacement of print head, cutter and logic board.

Procedure

- Customer reports a problem with his printer by telephone.
- Customer receives support in order to solve problem.
- If problem could not be solved by telephone, technician will visit site or functional loan printer will be shipped immediately to customer.
- Faulty printer will be collected, repaired and returned to customer if printer was taken off site.
- If the faulty printer (or logic board) is obsolete and cannot be repaired it can be replaced immediately for a new printer under special price conditions.
- The new printer will be put under contract as a replacement for the faulty one.
- If needed, customer will be invoiced separately for print head and/or cutter unit or any other costs.

Other

- TLS reserves the right to refrain from taking printers into a Full Service Contract.
- TLS reserves the right to terminate the contract immediately should it be found that the printer on site differs from that stated in the contract or is found to be unserviceable.
- This contract does not cover repairs to the equipment to rectify damage caused by fire, flood, theft or any other cause which is not covered by the original limited warranty conditions.
- This contract is only valid whilst the printer remains at the location specified in the contract.
- Contract starting date will be the first day of the month after the contract was purchased. Invoicing will be yearly and up front. Costs not covered by the contract will be invoiced separately after the service has been carried out.
- Contract will only be valid after a health inspection has been carried out by TLS. A Health Inspection fee will be applicable. The Health Inspection fees will be waived once a contract has been agreed by both parties.
- TLS-Boca Systems (TLS) reserves the right to charge for any parts required during the first 60 days of the contract coming into effect.
- The contract will be extended automatically under the same conditions, unless the customer gives at least 30 days of notice.

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.