



# Service Assurance



## Service Assurance - Priority Onsite Printers



**Our Priority Onsite Services are designed to ensure maximum system reliability. These services are available for HP, Lexmark and Xerox Printers.**

Synergy Inc. offers a comprehensive and flexible Service Assurance Plan developed around our end-to-end solutions. Knowledgeable technicians are dedicated to keeping IT and communication infrastructure systems operating smoothly by providing full support through our around-the-clock Solution Center.

Synergy provides two response time plans for Printers:

**Standard Business Hours –**

8am through 5pm, Monday through Friday, Holidays excluded.

**Extended Support –**

24 hours a day, Sunday through Saturday, 365 days per year, Holidays included.

**COVERAGE:**

Synergy provides regional and national coverage for many of our business partners, servicing thousands of critical pieces of equipment. Please consult a Synergy Account Representative for specific coverage requirements.

**REQUIREMENT:**

Service Agreements may be purchased at any time during the lifecycle of the printer.

For those units where the manufacturer's warranty has expired, one year POS contracts can be purchased provided the manufacturer of the printer continues to offer their own post warranty coverage.

As one of the nation's largest independent service providers, Synergy offers expert support services designed to assist client IT staff with critical system support. Synergy' advantage:

- Most experienced and certified printer technical staff.
- Customers are business partners not just another call
- We know your systems –  
If configured by Synergy, client critical information is readily accessible and our engineers can provide the best support.

**PRIORITY ONSITE SERVICE ASSURANCE INCLUDES:**

Synergy will provide printer support for :

- Printer Hardware resolution
- Network and PC connectivity support
- Paper Jams
- One annual System Healthcheck per unit
- 4-hour onsite & Next Business Day response options



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### PRIORITY ONSITE SERVERS PRINTERS

#### PRINTER HARDWARE:

Synergy recommends strategic planning for regular Assessments and IT Standards. Synergy will provide an annual written *Health Report*, outlining the current state of the printer's health.

Synergy will during the Health check:

- print test page and/or configuration page to check print quality
- perform lubrication, adjustments, and vacuum excess toner and paper fragments (dust) from inside of printer
- check error log (if applicable);
- visually inspect pick up rollers, output rollers, fuser assembly, transfer roller, toner cartridge, etc.;
- make determination if maintenance kit is required and/or replace any worn parts as needed.

If maintenance kit is required then Synergy will contact the administrator and provide price and get authorization to install maintenance kit. All labor involved in a Printer Health-check including replacing PM Kits is included in this Agreement.

#### 4-HOUR ONSITE RESPONSE:

Large enough to deliver, Synergy provides unmatched on-site response in our marketplace. Staffed with dedicated support personnel Synergy has the most experienced, highest certified, and best qualified field team responding rapidly and resolving efficiently client service events.

#### SYNERGY'S VALUE ADD

Synergy works with you as a strategic partner; not only providing support but also contributing to the efficient workflow of your systems.

Because we deliver an extremely high service level, we play a major role in improving your levels of productivity. The efficiencies gained with our Service Assurance Plan allow you to spend less time on maintenance issues as we deliver maximum performance to improve your bottom line..

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## Large enough to deliver... Small enough to care



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