



Why SATO Service Program?

- ✓ Reduced cost of ownership
- ✓ Various contract formats available to suit your business needs
- ✓ Servicing carried out by the nearest SATO servicing centre or approved partner
- ✓ Quick response repairs to minimise downtime
- ✓ Fixed pricing eliminates unexpected servicing costs
- ✓ Extends the life of your SATO printer
- ✓ Available across Europe*

*SATO Service Program is available via SATO or local approved service partners across the majority of Europe.
Please check with your local SATO office to ensure your location is covered.



WANT TO KNOW MORE?
Contact SATO or your reseller today for details

SATO Service Program

We have a number of flexible options to choose from. Please use the table below to discover which one suits your unique business needs.

	 VALUE SUPPORT WARRANTY	 VALUE SUPPORT ALL INCLUSIVE	 SWAP OUT
RANGE OF COVER	All functional failures. Option Units: All parts for cutters, dispensers and RFID can be included when an "add option to printer service contract" is also purchased.	All functional failure and all printer parts including wear parts. Print head are included free of charge up to 300km total usage of printer. Add Option to printer service contract. Option Units: All parts for cutters, dispensers and RFID can be included when an "add option to printer service contract" is also purchased.	A service designed to minimise disruption for critical applications involving a printer exchange. All functional failure and all printer parts including wear parts. Print head are included free of charge up to 300km total usage of printer. Option Units: All parts for cutters, dispensers and RFID can be included when an "add option to printer service contract" is also purchased.
TERM OF SUPPORT	Three years or five years depending on the product code selected. The contract can be renewed on an annual basis dependant on SATO Service Department approval.	Three years or five years depending on the product code selected. The contract can be renewed on an annual basis dependant on SATO Service Department approval.	3 years. The contract can be renewed on an annual basis dependant on SATO Service Department approval.
WHAT IS INCLUDED	Includes labour costs and all spare parts, except wear parts, but includes fitting of wear parts and one-way logistic cost (3)	Labour, spare parts, wear parts (print head, platen roller etc.) and one-way logistic cost (3)	Labour, spare parts, wear parts (print head, platen roller etc.) and one-way logistic cost (3)
WHAT IS EXCLUDED	Wear parts such as print heads, platen rollers, cutters, batteries, and damage due to misuse or accidental. It will be quoted for at time of repair.(4)	Damage due to misuse aren't included which in that case triggers a quote before any repair. (4)	Damage due to misuse aren't included which in that case triggers a quote before any repair.(4) (1)
AVAILABILITY	For printers located in European Union countries only. (EU + UK).(6)	For printers located in European Union countries only. (EU + UK).(6)	For printers located in European Union countries only. (EU + UK).(6)
AVAILABLE FOR	End User, Business Partner and Distributors with a third-party agreement where SATO is the Service Provider.(7)	End customer, Business partner and Distributor via a third party agreement where SATO is the Service Provider.(7)	End customer, Business partner and Distributor via a third party agreement where SATO is the Service Provider (7). Day-to-day communication should be between SATO and the End User to minimise potential delays
PROCESS	The customer contacts SATO to get an SR number via SATO Website (https://www.satoeurope.com/service-and-support) then sends the printer including the SR number within the box for identification.(8)	The customer contacts SATO to get an SR number via SATO Website (https://www.satoeurope.com/service-and-support) then sends the printer including the SR number within the box for identification.(8)	1 The customer calls SATO to log a swap out request. 2 SATO sends a loan printer to customer. 3 The customer sends the faulty printer to SATO (8)(9). 4 SATO repairs the faulty printer. 5 SATO stores the repaired printer for the next turn.
MANDATORY	Must be purchased within thirty days of the printer purchase, otherwise SATO reserves the right to carry out a pre-contract inspection to ensure the printer is in contractable condition. Labour and any parts required will be chargeable.(4) (3)	Must be purchased within thirty days of the printer purchase, otherwise SATO reserves the right to carry out a pre-contract inspection to ensure the printer is in contractable condition. Labour and any parts required will be chargeable.(4) (3)	Must be purchased within thirty days of the printer purchase, otherwise SATO reserves the right to carry out a pre-contract inspection to ensure the printer is in contractable condition. Labour and any parts required will be chargeable.(4) (3)
NOTE	Printers received with SR will be treated as a priority within turnaround time.	Printers received with SR will be treated as a priority within turnaround time.	In some countries the delivery of the loan printer and the collection of the faulty printer can be carried out by the carrier at the same time. Please check with your local SATO representative for details.(8)(9)
VOLUME LIMITATION	None	None	For effective operation a minimum fleet size is required. Please check with your nearest SATO representative.
LOGISTIC MANAGEMENT	Customer pays for shipping to SATO. Prices include one-way carriage from SATO to end customer. (8)	Customer pays for shipping to SATO. Prices include one-way carriage from SATO to end customer. (8)	Customer pays to ship the printer to SATO and SATO pays for sending back the printer to the end user.(8) (9)
FLEET MANAGEMENT			SATO maintain a fleet of customers printers ready for swap-out. The minimum size of the swap pool is determined by SATO dependant on the end user requirements. The cost of the swap pool is included in the cost of the printer contract.
TURNAROUND TIME	Five working days from receipt of goods.(2) (4)	Five working days from receipt of goods.(2) (4)	Cut off time to guarantee a next day delivery is 13:30 (Mon-Fri).
REPAIR CENTRE	Repair services will be performed by the nearest SATO Technical Centre.(5)	Repair services will be performed by the nearest SATO Technical Centre.(5)	Repair services will be performed by the nearest SATO Technical Centre.(5)

(2) Five-day turnaround is dependent upon receipt of a Purchase Order or approval for any chargeable repair. The quotation will be relevant approval.

(3) SATO will fit only the wear parts supplied by SATO at the time of the repair after receipt of a Purchase Order or approval for repair.

(4) Any quotation and invoice will be submitted to the Business Partner if applicable.

(5) The nearest repair centre may be a SATO workshop or a SATO certified service provider operating on behalf of SATO. Please contact your nearest SATO representative or Business

Partner for information.

(6) Please contact your nearest SATO representative or Business Partner for confirmation of regional availability.

(7) This program is available on all SATO printers regardless of the purchase route – direct sales, through a SATO Business Partner, or via the distribution channel.

(8) The customer is responsible for returning the printer to SATO in suitable packaging. SATO recommends keeping the original packaging for future swap outs.

Please note: Further restrictions or add-ons may apply depending on the printer model. Please check local service options with your local SATO representative.

For more information contact your local SATO office or reseller today