



SATO SERVICE SHOP Next Gen Partner Program

**Quick Printer
Repair Service
for Complete
Peace of Mind.**

Whether you operate in Retail, Manufacturing, Food, Transport and Logistics, Government or Healthcare environment you can rely on a comprehensive SATO Service program to cater for the servicing and maintenance of your SATO printers.

Our aim is to ensure your print operation runs at optimum efficiency with minimal downtime all the time – a must for all fast-paced, modern operations.

**Want To Know More?
Contact SATO or your reseller today for details**

TAILORED TO FIT YOUR NEEDS

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



ASSISTLINE SATO VALUE SUPPORT

Telephone assistant for configuration and troubleshooting.

Range of cover: First line user support operating the SATO printers. Printer will be registered in SATO's remote service tool. Remote diagnostics directly to a printer if printer is connected to the Web and is SOS capable.

What is included: Media handling. Printer settings, menu navigation support. SATO driver support (settings). Diagnostic support in case of issues.



EXTENDED SATO VALUE SUPPORT

Extended warranty period for 3 or 5 years. Reduced turnaround repair time.

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.

What is included: Includes labour costs and all spare parts, except wear parts, but includes fitting of wear parts and one-way logistics cost*.



FULL SATO VALUE SUPPORT

Full service included wear parts and accidental damage. Reduced turnaround repair time.

Range of cover: A service designed to minimise disruption for critical applications involving a printer exchange.

All functional failure and all printer parts including wear parts. Printheads are included free of charge up to 300km of total usage of the printer for Industrial Printers. Option Units: All parts for cutters, dispensers and RFID can be included when an "add option to printer service contract" is also purchased.

What is included: Labour, spare parts, wear parts (printheads up to 300Km of its total use for industrial printers, platen rollers etc.) and one-way logistics cost*



SWAP SATO VALUE SUPPORT

Full service included wear parts and accidental damage. Printer swap to reduced turnaround to minimum.

Range of cover: A service designed to minimise disruption for critical applications involving a printer exchange.

All functional failure and all printer parts including wear parts. Printheads are included free of charge up to 300km of total usage of the printer for Industrial Printers. Option Units: All parts for cutters, dispensers and RFID can be included when an "add option to printer service contract" is also purchased.

What is included: Labour, spare parts, wear parts (printheads up to 300Km of its total use for industrial printers, platen rollers etc.) and one-way logistics cost*.

*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.

**Personalised service packages could be designed for your business locally if required.
Please check with your local SATO representative for more information**



ASSISTLINE SATO VALUE SUPPORT



Telephone assistant for configuration and troubleshooting.

Range of cover: First line user support operating the SATO printers. Printer will be registered in SATO 's remote service tool. Remote diagnostics directly to the printer if printer is connected to the Web and SOS capable.

Term of support: Three years. Can be renewed every 3 years. No partial credit when printer is no longer in use. No transfer to other printer.

What is included: Media handling. Printer settings, menu navigation support. SATO driver support (settings). Diagnostic support in case of issues.

What is excluded: Print engines are excluded. User account in SOS is excluded. Software support is excluded. Printer with serial number not registered in "First line Support" contract are excluded.

Availability: For printers located in Austria, Belgium, France, Germany, Italy, Luxembourg, Netherlands, Poland, Portugal, Spain, Sweden, United Kingdom (UK). For other European countries, please contact your nearest SATO representative.

Selling process: Business partner and distributor via a third party agreement where SATO is the service provider.(7)

Ownership: End user or business partners

Process: An (end) customer contacts SATO by submitting a request via : www.satoeurope.com/service-and-support, or local support e-mail. If the printer is registered as "AssitLine", SATO contacts user asap by phone, mail and/or remote diagnostic tools to answer questions and/or work on a solution. Otherwise, SATO will ask the end customer to contact their partner for further support.

Mandatory: Must be purchased within thirty days after the printer purchase.

Volume limitation: None

Logistic management: None

Turnaround time: 1 working day within office hours.

Repair centre: None RMA, preventive maintenance, repair or any other chargeable action from SATO are subject to a quotation to a reseller. Second line support on a special request, and performed on availability are also subject to a quotation to the reseller. (4) The discount scheme (spare part and wear parts) related to the reseller level stays activated and only genuine parts delivered by the SATO engineer or SATO repair centre will be mounted.

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

(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.



EXTENDED SATO VALUE SUPPORT



**Extended warranty period for 3 or 5 years.
Reduced turnaround repair time.**

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.

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.

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)

What is excluded: Wear parts (such as printheads, platen rollers, wear parts for cutters or dispensers), batteries, and damage due to misuse or accidental. It will be quoted for at time of repair.(4)

Availability: For printers located in Austria, Belgium, France, Germany, Italy, Luxembourg, Netherlands, Poland, Portugal, Spain, Sweden, United Kingdom (UK). For other European countries, please contact your nearest SATO representative.

Selling process: Business partner and distributor via a third party agreement where SATO is the service provider.(7)

Ownership: End user or business partners

Process: The customer contacts SATO to get an SR number via SATO Website www.satoeurope.com/service-and-support, then sends the printer including the SR number within the box for identification.(8)

Mandatory: Must be purchased within thirty days after 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.

Volume limitation: None

Logistic management: Customer pays for shipping to SATO. Prices include one-way carriage from SATO to the end customer. (8)

Turnaround time: Five working days from receipt of goods.(2) (4)

Repair centre: 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.



FULL SATO VALUE SUPPORT



**Full service included wear parts and accidental damage.
Reduced turnaround repair time.**

Range of cover: All functional failure and all printer parts including wear parts. Printheads are included free of charge up to 300km total usage of printer for industrial printers. 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.

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)

What is excluded: Intencional damage or misuse aren't included which in that case triggers a quote before any repair. (4)(9). Maintenance that must be done by the customer for daily work.

Availability: For printers located in Austria, Belgium, France, Germany, Italy, Luxembourg, Netherlands, Poland, Portugal, Spain, Sweden, United Kingdom (UK). For other European countries, please contact your nearest SATO representative.

Selling process: Business partner and distributor via a third party agreement where SATO is the service provider.(7)

Process: The customer contacts SATO to get an SR number via SATO Website www.satoeurope.com/service-and-support, then sends the printer including the SR number within the box for identification.(8)

Ownership: End user or business partners

Mandatory: Must be purchased within thirty days after 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.

Volume limitation: None

Logistic management: Customer pays for shipping to SATO. Prices include one-way carriage from SATO to end user. (8)

Turnaround time: Five working days from receipt of goods.(2) (4)

Repair centre: 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.

(9) Wear batteries are considered when not able to charge a minimum of 80%.



SWAP SATO VALUE SUPPORT



Printer swap to reduced turnaround to minimum.

Range of cover: All functional failure and all printer parts including wear parts. Printheads are included free of charge up to 300km of the total usage of the printer for industrial printers. 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.

What is included: Labour, spare parts, wear parts (printheads up to 300Km of total use for Industrial printers, platen roller etc.) and one-way logistic cost (3)

What is excluded: Intencional damage or misuse aren't included which in that case triggers a quote before any repair. (4)(9)(1). Maintenance that must be done by the customer for daily work.

Availability: For printers located in Austria, Belgium, France, Germany, Italy, Luxembourg, Netherlands, Poland, Portugal, Spain, Sweden, United Kingdom (UK). For other European countries, please contact your nearest SATO representative.

Selling process: Business partner and Distributor via a third party agreement where SATO is the Service Provider.(7)

Process: The customer calls SATO to log a swap out request, SATO sends a loan printer to the customer, the customer sends the

faulty printer to SATO (8)(9), SATO repairs the faulty printer and securely stores it for future deployments.

Ownership: End user or Business partners

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)

Note: 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)(10)

Volume limitation: A minimum fleet size of 10 units is required.

Logistic management: Customer pays to ship the printer to SATO and SATO pays for sending back the printer to the end user.(8)(10)

Fleet: 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: Cut off time to guarantee a next day delivery is 11:30 (Mon-Fri).

Repair centre: Repair services will be performed by the nearest SATO Technical Centre.(5)

(1) In case the quotation repair is refused, or a printer not returned, SATO cannot warranty the swap time for the following calls. SATO then sends a warning to the manager of the contract for information. (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.

(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.

(9) Wear batteries are considered when not able to charge a minimum of 80%.

(10) SATO reserves the right to invoice the customer for any printer not returned.