

# Your Single-Source Service Provider



We have your service needs covered with complete fleet service coverage for hundreds of brands of barcode, laser and specialty printers, handheld scanners, rugged mobile devices and other POS/Data capture systems. We service almost any mission-critical device in your factory warehouse or Distribution Center (DC). Printronix offers certified service for multiple brands of equipment with factory-trained service technicians and we always use genuine manufacturer replacement parts.

## We Service Your Mission-Critical Equipment\*

- Multi-vendor service with full coverage of labor, parts and travel
- One single service portal to manage all your products
- On-site or depot service according to product/manufacturer model
- Cost-effective and flexible service agreements



Rugged Mobile Devices	Thermal Printers	Industrial Lasers	Color Multi-Function	Impact & Serial Printers
MOTOROLA	ZEBRA	HP	EPSON	IBM
ZEBRA	DATAMAX/O'NEIL	LEXMARK	HP	OKIDATA
HONEYWELL	HONEYWELL	XEROX	TOSHIBA	PRINTRONIX
DATALOGIC	PRINTRONIX AUTO-ID	BROTHER	LEXMARK	TALLY GENICOM
	SATO	KYOCERA	XEROX	EPSON
	INTERMEC	CANON	BROTHER	
	TSC	SOURCE TECHNOLOGIES		
		MICROPLEX		
		DELL		

\* We service hundreds of models of equipment, please call for specific coverage, availability and pricing.

## CompleteCare Service Portal

### Around-the-Clock Service Command and Control Center

The Printronix online service portal gives you 24/7 access to the status of all your service tickets, requests and repair history to meet your demanding service requirements.

- Included with all Printronix service and maintenance contracts
- Manage your entire fleet with one single portal
- Service ticket issuance/dispatch
- Service call progress and status monitoring
- Track all your service calls' status and history



## Trust CompleteCare Service: Standard Offerings

**Brand Certified Repair Technicians** – Our technicians are trained and certified to support multiple equipment brands assuring quality service

**Genuine Spare Parts** – All spare parts are included in our service and we only use manufacturer certified spare parts to assure the highest quality and reliability\*

**Certified Factory Depot Repair** – If your equipment is deemed depot repair only by the manufacturer and cannot be serviced in the field, we'll work with the OEM depot and take care of all your service needs

**Service Performance Guarantee** – No matter how many repairs or service calls are needed we will make it work and you don't pay extra!\*



## CompleteCare Service Additional Offerings\*

Printronix CompleteCare service provides additional cost-effective and time saving offerings to prevent equipment downtime.

- Printer installation and set-up
- Custom configuration services
- Preventive maintenance programs
- E-cycle removal program
- Time & material service programs
- Extended parts coverage

## Global Companies Trust Printronix Service and So Can You!

Superior service at competitive prices makes Printronix the clear winner when choosing your service provider.



## Contact Us to Receive Your FREE CompleteCare Consultation:

**PRINTRONIX®**  
WHEN SERVICE RELIABILITY COUNTS

Phone: (800) 665-6210  
Email: [support@printronix.com](mailto:support@printronix.com)  
[printronix.com/service](http://printronix.com/service)

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