



Printronix Genuine Service Performance Guarantee

Never Worry! Quality and Performance are our Priority

Printronix is all about reliability, and the Service Performance Guarantee represents our commitment that our products will consistently deliver high performance.

The Printronix Service Performance Guarantee is an additional printer coverage offered exclusively for Printronix Genuine Service customers. When you have a service contract with Printronix, you can rest assured of having your mission-critical equipment performing non-stop.



Exclusive Advantages for Printronix Service Customers

- ▶ **If we can't fix it, we will replace your mission-critical equipment.**
We will replace a faulty Printronix printer after three attempts at fixing within a calendar year.
- ▶ **Remain protected for the long term.**
Your equipment can be replaced even after the end of your warranty period.
- ▶ **No matter how many repairs or service calls are needed, you don't pay extra.**
On-site service and parts are included in your service contract, and for Service customers, parts ship free.

Terms and Conditions

- ▶ Applies only to Printronix P8000, Printronix S809 and S828, and TallyGenicom 6800 printers.
- ▶ Must either have an active Printronix Genuine Service Pack or Maintenance agreement.
- ▶ Must attempt to have the printer serviced three times within a calendar year before replacement eligibility.
- ▶ Printronix must approve any replacement.
- ▶ End-user bears responsibility for returning the printer to Printronix and pre-paying any freight charges.
- ▶ Defective printer must be returned within 30 days of new replacement or account may be billed.
- ▶ Printronix will ship the spare part to the end-user at no cost in two days, depending on the available service coverage in the area.
- ▶ The end-user must send the faulty part back to Printronix within 30 days. Printronix will provide prepaid postage to return the parts.

For more information contact our Printronix Service Team:
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WHEN SERVICE RELIABILITY COUNTS