

# Scanner Maintenance Services

## A Complete Service Package from iGuana

Today's competitive business environment demands maximum productivity and efficiency. Equipment downtime can keep you from achieving business objectives and have a direct impact on your bottom line. With iGuana Scanner Maintenance Services you have the protection of an experienced team of technicians, providing the quality service you need to keep your equipment and business running at peak performance.

### Our Maintenance Service Package

The iGuana Maintenance Service Package consists of a suite of contracts designed to meet your specific business needs. It helps protect your productivity, avoid unexpected charges and keep your scanner performing optimally while protecting your business processes.

### Advantages of Working with iGuana

Below is an outline of some of the key advantages of having your scanners serviced by iGuana:

- 25+ years of experience servicing scanners with a qualified team of technicians
- Local helpdesk (hotline) that speaks your language; direct access to technical staff
- All customer needs covered, from occasional to heavy usage
- Fully operational disaster recovery site (ScanFactory)
- Stock of spare parts



### Overview of Services Offered

Our suite of service contracts provides you with options, such as:

- 5 different types of contracts to cater to a range of needs
- Priority response and repair of your scanners
- Spare parts, labour and travel covered
- Dedicated disaster recovery site (ScanFactory)
- Firmware upgrades to ensure optimum performance
- Preventative maintenance visits
- Extended business hours (including 24/7)
- Installation and operator training

If you feel that your needs are not fully covered by one of our Silver, Gold, Platinum or Platinum Plus contracts, we can build a unique service contract custom-designed specifically for you (the Diamond contract).

With our service contracts you can be sure to get the service and support you need to keep your equipment and business processes running at peak performance while avoiding unexpected additional charges.

# iGuana

## iGuana Maintenance Service Contracts

We offer the following set of maintenance service contracts to cover the varying needs of our customers. Select the one that works for you or build your own unique service contract (Diamond).

	Silver	Gold	Platinum	Platinum Plus	Diamond
<b>Response Time</b>	8 hours	8 hours	4 hours	4 hours	Custom
<b>Target Repair Time</b>	+2 days	+1 day	+1 day	+1 day	Custom
<b>Minimum Contract Duration</b>	1 year	3 years	3 years	5 years	5 years
<b>Coverage Excl. Holidays</b>	Mon - Fri 9am - 5pm	Mon - Fri 9am - 5pm	Mon - Fri 9am - 5pm	24/5	Custom
<b>Labour</b>	Yes	Yes	Yes	Yes	Yes
<b>Spare Parts</b>	No	Yes	Yes	Yes	Yes
<b>Consumables</b>	No	No	Yes	Yes	Yes
<b>Replacement Unit</b>	No	Yes	Yes	Yes	Custom
<b>Preventative Visits</b>	1 per year	1 per year	2 per year	2 per year	Custom
<b>Scanner Hotline</b>	Yes	Yes	Yes	Yes	Yes
<b>Direct Access to Technician</b>	No	No	No	Yes	Yes
<b>Disaster Recovery</b>	No	No	ScanFactory*	ScanFactory*	Custom
<b>Firmware Updates</b>	No	Yes	Yes	Yes	Yes
<b>Installation</b>	No	No	Yes	Yes	Custom
<b>Operator Training</b>	No	No	No	Yes	Custom

\* ScanFactory is a physical disaster recovery facility located at iGuana headquarters in Zaventem, Belgium. It is equipped with high-speed, high-volume scanners and a trained team of experienced professionals. In the unlikely event of a disaster occurring at your site, ScanFactory facility can be used to scan your documents, preventing costly interruption to your day-to-day operations. Terms and conditions are agreed upon with each customer individually.



The logo for iGuana, featuring a stylized lowercase 'i' in orange followed by the word 'Guana' in a dark blue, serif font.



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