



## Prestige Service Program

Rapid printer repair service with complete peace of mind



### Benefits at a glance

- /// Fixed fee contracts gives known annual costs
- /// All labour and parts, excluding wear parts, are included
- /// Unlimited call outs
- /// Support from fully trained SATO Service Personnel with first time fix rate of 95%
- /// Rapid response to minimise downtime
- /// Guaranteed continuity of operation
- /// Contracts include regular preventative maintenance calls
- /// Customer hotline - just one phone call away
- /// Preferential service for contracted customers
- /// Extend the life of your SATO equipment – with a regular servicing and maintenance plan



Whether you're in a warehouse, or in a healthcare or retail environment you can rely on SATO's Prestige Service Program to cover the servicing and maintenance of your SATO printers to ensure downtime is minimised.



## The Prestige Service Program

This innovative program provides complete peace of mind as it fully protects all of your SATO Printers. You can relax knowing that if your printer stops working you have just one number to call and a fully certified SATO technician will be out to fix it.

You'll get no nasty and costly surprises because you only pay one fixed annual fee. Parts and labour are included and there's no limit to the number of times you can call us out.

### What's included?

- Fixed fee contracts gives known annual costs
- All labour and parts, excluding wear parts, are included
- Unlimited call outs
- Support from fully trained SATO Service Personnel with first time fix rate of 95%
- Rapid response to minimise downtime
- Guaranteed continuity of operation
- Contracts include regular preventative maintenance calls
- Customer hotline - just one phone call away
- Preferential service for contracted customers
- Extend the life of your SATO equipment – with a regular servicing and maintenance plan

Service contracts are available on all SATO printers to suit your specific requirements

#### First Year and Extended Warranties

Next working day on site (Platinum)\*

Two working day on site (Gold)

Five working day on site (Silver)

Return to Base (Bronze)

#### Next day Swap Out service

We offer a Swap Out printer service to multi-site organisations with multiple printers. We will maintain a pool of swap out printers at our repair centres and ship one to you and collect the faulty printer at the same time. The repaired printer is then put back on the shelf for the next time.





## Service Pricing

Avoid the unexpected cost of broken or faulty printers – with the SATO Prestige Service Program one annual fee covers it all. Multiple printer discounts available on your service contract.

## Don't need a contract?

SATO offers an ad hoc repair service without the need to sign up to a contract – parts, labour and call out charges apply – please call the Service Desk for current prices.

## Pan European Support

By taking on a SATO Service contract the benefits extend across Europe:

- /// Pan European customers will receive the same high level of service across the region
- /// One point of contact - you can arrange the service contract in your home country and leave us to arrange the service across the region
- /// Common service contract prices can be arranged for all sites across the region – details available on application
- /// Common spares prices across Europe are available.

## Contact us

To find out more how SATO's Prestige Service Program can improve your efficiency, minimise downtime and lower your service costs please call the Service Desk on +44 1255 252799 or email [service@satouk.com](mailto:service@satouk.com).

## About SATO

Established since 1940, SATO is a pioneer and leader in barcode printing and RFID labelling solutions. Committed to ongoing innovation we invented the world's first hand labeller and introduced the first thermal transfer barcode printer. Customers rely on SATO for accuracy, labour efficiencies and resource savings – which in turn help to preserve the environment.

We offer a complete, integrated solution to your business. SATO can take you from the initial stages of consultancy to the installation of labelling equipment and supporting hardware and software in your environment. We will identify and supply the most suitable printers and media for your business processes and provide technical support for the finished systems.

We deliver robust solutions and reliable performance throughout our extensive product range, which includes direct thermal and thermal transfer printers, OEM print engines, 10.5-inch wide web printers, printer accessories, label design software, labels and thermal transfer ribbons. Our new generation of RFID printers use radio frequency to read and write data on a 'smart' label and these fully comply with the latest industry standards.



## Additional services available

We have a range of additional services which include:

### Cleaning kits

Regular cleaning of your printer will maintain the performance of your printer and prolong the life of your print head.

### Service Kits

Available for the full range of SATO desktop printers and print engines.

### Installations

Our fully trained technicians are able to assist with hardware and software installations. A quote can be supplied based on your requirements.

### Training

Our dedicated training team can deliver in house or on customer site training sessions on troubleshooting, repair and servicing.

### Customised service packages

Depending on your requirements we can develop a bespoke service package to meet your specific requirements.

The Prestige Service Program is available in the UK Mainland only. For the Republic of Ireland, Northern Ireland and the Channel Islands please contact your local SATO office for information.

## Contact Us:

### SATO UK (UK, Ireland)

Valley Road  
Harwich  
Essex CO12 4RR  
United Kingdom  
T: +44 1255 2400 00  
Service Desk +44 1255 252799  
F: +44 1255 2401 11  
enquiries@satouk.com

### SATO UK office working hours

Monday – Thursday: 08:30 to 17:00  
Friday: 08:30 to 16:00

SATO UK is a member of the  
'SAFE Contractor' scheme

