

Standard Response On-Site Maintenance Agreement

*Continuing
productivity,
efficiency and
peace of mind at
a reasonable cost*



Overview

A Standard Maintenance Agreement is a cost-effective way to ensure the continuing productivity and efficiency of computer hardware. It is designed to manage risk and provide peace of mind at a reasonable cost. A trained Field Engineer typically arrives at your site with the correct materials within one business day or less.

Features and Benefits

- We have the appropriate service information and replacement parts on hand for your specific system, make, and model.
- No unexpected costs or service delays. We can cover the entire system. For one fixed annual fee, we will keep the equipment running. We respond to service calls within one business day, and can often provide loaner equipment when necessary.
- No management decisions. No budget overruns. No paperwork. No time-consuming estimates, purchase orders, or authorizations. You always know who to call.
- Backed by documented maintenance, systems will last longer, have less down time, and have a higher resale value.
- Priority scheduling. Our Maintenance Agreement customers come first.
- Toll free telephone response center to place service requests.

- Response by telephone within 1¹/₂ hours by our technical support staff.
- Our support staff will immediately determine what materials are required and will allocate them to you.
- Response on site within one business day from 9 am until 5:30 pm, Monday through Friday by a Field Engineer, usually with parts in hand.
- Prompt restoration of hardware operation.
- Full coverage of parts and labor for any required remedial service.
- Loaner equipment during any extended service delays.
- Coordination of service with dealer or software vendor to eliminate finger pointing.

Options

- Various options to upgrade or downgrade basic service.
- Coverage of non-hardware system elements is available.

Eligibility and Pricing

Ask our sales representative about pricing, minimum configurations and options.

Limitations

Does not include:

- abuse, misuse, and natural disaster (may be covered by your property damage insurance);
- software, operator error, and training;
- cleaning, factory recommended upgrades, and performance verification ◆

EMF Inc.

HEADQUARTERS
60 FOUNDRY STREET
KEENE, NEW HAMPSHIRE 03431
603/352-8400 FAX 603/357-9442

An Affiliate of **ISSI**