

EMPOWER YOUR BUSINESS

Proactive Solutions for Technology Maintenance for the long run

THE CHALLENGE:

- In today’s tech-driven world, complexity is a given, but maintenance shouldn’t be.
- Your business relies on devices to meet customer expectations and achieve operational excellence.
- Unexpected disruptions can jeopardize workflows, putting your outcomes at risk.
- It’s essential to have a safeguard in place to prevent these failures.





OUR SOLUTION:

- Introducing our TSC Printronix Auto ID service and maintenance packets designed to maximize your technology uptime.
- We go beyond the warranty with comprehensive preventative warranty that covers your devices from top to bottom and inside out.
- Our commitment is to keep your hardware in peak condition, extending the life of your devices and ensuring your operations run seamlessly.

TAILORED NO HASSLE MAINTENANCE:

- No two businesses are alike, and neither should their maintenance plans be.
- Choose a customized maintenance plan that aligns perfectly with your business and its unique needs.

NO HASSLE MAINTENANCE – PEACE OF MIND YOUR WAY




	1. Long term performance Top-notch technical support and expert device repairs with qualified parts – we are committed to the long performance of our printers, we built them and we know the best how to maximise their outputs. Become our partner and join our digital support community in TSC Printronix Partner Program.
	2. Tailored to your needs Pick the service and maintenance plan that is tailored to your needs, most suitable for your device, friendly to your budget and perfect for your business operations. Maximise your device uptime with reliable and predictable repairs, just in time troubleshooting, clearly defined escalation paths and simple processes.
	3. Unmatched Training and Service Access for Certified Resellers – free of charge Gain exclusive access to our library of online instructional videos, offering step-by-step guides on replacing crucial components like TPH, rollers, and MB. This knowledge equips you to efficiently resolve printer issues, ensuring uninterrupted service for your customers. We extend the advantage further by providing the option for warranty and after-warranty services, all after a free-of-charge certification process.
	4. Preventive maintenance with self-service diagnostic tools Empower your efficiency with TSC Console: Your All-in-One Solution for Proactive Printer Management. TSC Console isn’t just software; it’s your gateway to seamless, remote printer oversight. Take charge of your printers with the power to monitor, configure, and troubleshoot – all at your fingertips. Our software ensures your printing operations stay uninterrupted through preventive maintenance.

EMPOWER YOUR BUSINESS

with TSC Printronix Auto ID Service excellence

At TSC Printronix Auto ID, we’re here to lighten your load so you can focus on what you do best – growing your business. Your operations and business outcomes are invaluable, and we understand that leaving them unprotected or underserved is not an option. That’s why we’re your trusted partner for comprehensive device and customer care. With TSC Printronix Auto ID’s service and maintenance plans, your mission-critical workflows are safeguarded with precision and dedication. Experience peace of mind with service excellence, designed to keep you ahead of the unexpected.



Service Type	 Factory Warranty	 On-Site Service	 Return Parts to Depot ¹	
Contract Type	Included free	Standard	Extended	Comprehensive ^{1&2}
Buy with printer ³	—	1Y 3Y	3Y 5Y	
Turnaround Time ⁴	10~12 Business Days	Next Business Day	7~10 Business Days	
Technical Phone Support ⁵	Business Days ☎ 09:00-17:00			
Return Shipping ⁶	Free	—	Free	
All Parts and Labor	Excludes TPH, accessories, bat- teries	Excludes TPH, accessories, bat- teries	Excludes TPH, accessories, bat- teries ⁷	Excludes accesso- ries, batteries ⁷
Recover Damage affecting normal printer function	—	—	—	Included

¹ For certified partners only.
² The Comprehensive Program availability may vary by region.
³ You can add any service within 30 days after the purchase of a printer from TSC Printronix Auto ID
⁴ Turnaround time is based upon the date of receipt. It may vary by region.
⁵ Technical phone support depends on the region and location.
⁶ Customers are responsible for shipping costs to our facilities with the exception of our 3 repair centres which offer local collections free of charge.
⁷ Not including the labor of the assembly and disassembly.

NO HASSLE MAINTENANCE PEACE OF MIND YOUR WAY



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SERVICE AND MAINTENANCE PACKETS



Enhance your success,
one solution at a time





ONSITE SERVICE PACKS

1 On-Site Service NBD

- Next Business Day Service available in most European countries and some Middle East and African countries.
- **Pricing:** **EUR-€** for Europe
GBP-£ for the United Kingdom
USD-\$ for non-EU and African Countries

2 SPECIAL REQUEST FOR 4-HOUR RESPONSE TIME

- Contact TSC Printronix Auto ID for 4-Hour Service availability in a specific location.
- **Four Hour Response:** Engineer on-site within four hours if call received before 12:00 local time.

3 WORKING HOURS

- **Principal Time Period of Maintenance:**
09:00 to 17:00 local time, Monday through Friday (excluding local holidays).

4 NEXT BUSINESS DAY RESPONSE

- **Next Business Day Response:** Engineer on-site within 150 km of a contractor service location on the next business day if the call is received before 15:00 local time.

RETURN PARTS TO DEPOT

HOW IT WORKS

- End user reports a fault to the dealer, who opens an RMA case.
- Dealer disassembles the printer and sends the part with an RMA reference. Repair Centres normally receive only full printers but may also receive faulty printheads, platen rollers, accessories and power supplies
- TSC Printronix or the nearest TSC repair centre sends a new part free of charge.
- Dealer receives the new part, performs repairs, and returns the printer to the end user.

EXTENDED		COMPREHENSIVE
1.	New Warranty	<ul style="list-style-type: none">▪ Purchased within 1 month after buying the printer, requiring proof of purchase.▪ Options: Extended (+1Y or +3Y), starting in the 3rd year.
2.	New Warranty (Post-sale)	<ul style="list-style-type: none">▪ Purchased in the 2nd to 23rd month after buying the printer.▪ Option: Post-sale 1Y, starting in the 3rd year
3.	Existing Warranty (Post-sale)	<ul style="list-style-type: none">▪ Bought within 1 month before the existing package expires.▪ Option: Post-sale 1Y, starting the day after the existing package ends.▪ Observe discontinued Dates. https://emea.tscprinters.com/en/discontinued-products
4.	Limitations of Extended Warranty	<ul style="list-style-type: none">▪ Full printer return during the 2-year factory warranty for a worry-free experience.▪ In the third year, we offer parts-only returns.
		<ul style="list-style-type: none">▪ Comprehensive Warranty covers most parts, including thermal printheads and platen rollers.▪ Accessories and batteries have limited factory coverage and are not included.

REMOTE REPAIR CENTRES

Three official TSC repair centres in Madrid, Spain, Kent, UK, and Krosno, Poland covering: PL, CZ, SK, HU, LT, LV, EE, RO, SL, HR, BG handle local in-warranty repairs for TSC printers.

CertifiedTSC repair centres provide efficient local service, quick lead times, local language support, and printer return and collections for in-warranty RMA cases. Value-added partners are trained by TSC Printronix Engineers.



1 CORE FUNCTIONS

- Accept in-warranty TSC printers for repair with an RMA reference in their respective regions.
- Utilize TSC original parts for repairs.

2 HOW IT WORKS

- End users report faults to dealers, who open an RMA case with their supplier or TSC Printronix.
- Dealer requests a free collection with an RMA reference to the local repair centre.
- The repair centre performs the repair and returns the printer locally.

Note: For out-of-warranty cases, non-technical dealers may use repair centres for quotations and repairs, with negotiations between repair centres and dealers. End users are contacted by repair centres only with dealer consent.



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