

SERVICE & SUPPORT



Factory-trained Technicians

We have a team of educated technicians strategically located throughout the country. Our factory-trained team is deployed for installations, service requests, in-field upgrades, periodic maintenance and much more.



Service Contracts

Select, Co-Pay and Platinum Service Contracts are available to suit business needs based on experience, operations, and your future business goals.



Training Workshops

The Training Workshops at our Customer Experience Center provide our users with the opportunity to take part in an intimate overview of their printer model with operator, applications and maintenance training – all with a hands-on approach. There are also options for on-site training at your facility.



VANGUARD TECHNICAL
ASSISTANCE CENTER

The Vanguard Technical Assistance Center (VTAC) offers:

- *Multi-level remote support to maximize customer uptime*
- *Phone support with dedicated, factory-trained service engineers*
- *The right experience levels to handle all cases*
- *Customer Portal, available to all our users, contains:*
 - *Access to over 100 self-help technical bulletins & procedures*
 - *Links for color management and best practices*
 - *Supporting video supplements where possible*
 - *Printer maintenance schedule and continued development to this database*

SERVICE CONTRACTS

What are the benefits of regular maintenance & service?

- ⦿ *Increase uptime/availability*
- ⦿ *Maintain and protect your business investment*
- ⦿ *Drive down total cost of ownership*
- ⦿ *Optimized image quality & productivity*
- ⦿ *Best print output at best throughput speeds when optimally maintained*

Range of contracts with increasing levels of coverage

- ⦿ *Potential discounts on parts, labor, travel and training*
- ⦿ *Select, Co-Pay and Platinum level choices*
- ⦿ *Discounts available for multi-machine contracts*



Contract Element	Level of Contract		
	Select	Co-Pay	Platinum
Parts Discount (excluding printhead)	25% off	Included	Included
Printhead Discount	N/A	10% off	15% off
Maximum Onsite Hours	16	16	Unlimited
Labor Rate Discount for Additional Onsite Hours	13%	25%	N/A
Travel Cost	Billed After Visit	Fixed Rate	Included
Training Workshop Discount	25%	50%	100%
Printer Relocation Package Discount	N/A	25%	50%