

# Xerox<sup>®</sup> ServicePack

## Get the best from your Xerox products

**When you buy a Xerox product you're investing in outstanding technology.** ServicePack is the best way of protecting that investment and ensuring excellent performance from your printing device for years to come.

### The top 3 benefits of ServicePack

Ensure performance and reliability

- 1 ✓ **Peace of mind.** Enjoy brilliant printing output.
- 2 ✓ **Reliability.** Our responsive service and on-site support will ensure optimum uptime for your Xerox printing devices.
- 3 ✓ **Efficiency.** Protect your investment and maximise the working life of your devices, with services from Xerox-trained technicians using Xerox genuine replacement parts.



### ServicePack key features

Support where, when and how you need it

- **Choice of support:** For rapid problem-solving you can access online support 24/7 or speak to our experienced multilingual support team on the phone.
- **Speed of resolution:** Over 45 % of our customers' issues are resolved online or by phone. So in almost half of cases, your product will be back up and running in no time.
- **Unlimited access to The Xerox Welcome and Support Centre:** ServicePack includes unlimited support online and over the phone.
- **On-site care:** If your product needs hands-on technical support, one of our Xerox trained engineers will be on-site by the next business day, or even sooner in most regions. All spare parts, labour and travelling expenses are included.

# Xerox ServicePack

## Simple support options

### Warranty, ServicePack and Post-Warranty

- **One-year warranty.** Providing you with confidence that the Xerox device will be promptly repaired in the event of any defects.
- **Purchase a ServicePack with the product.** To extend the warranty for the duration of the contract. ServicePack is also available within 90 days of product purchase.
- **Post-Warranty Service Agreement.** A further 1 year of support is available as long as the product is in good working condition.

Without extended cover	The ServicePack advantage
Concerns about downtimes	Peace of mind knowing uptime will be maximised
Unpredictable failures, unknown costs	One single up front payment, easy to budget for
Expensive service bills, depending on what parts needs changing	All spare parts and engineer costs are included within the contract
No call support available	Unlimited access to remote support
A service call under time and material will be scheduled at best-effort response time	Next business day response



## How to get it?

When you buy a new Xerox device, ask your Reseller for a ServicePack.

If you missed the opportunity in the first 90 days, you can still protect your printing device from unexpected breakdowns by purchasing a Post Warranty Service Agreement from your Reseller at any time.