



# Fatal Error SC320

Perform Maintenance



## Insure your printer is **our priority!**

With an on-going printer support agreement with Digital Office Solutions, we will ensure your printer repair takes precedence over all time & materials calls.

From £5 per month buys, peace of mind that we will treat your printer as a priority and attend site within 4 working hours of a fault being reported.

### Support Agreement benefits:-

**Priority 4 hour response, Up to 3 service calls, Annual spring clean**

**How it works:-** You pay us a monthly fee see (table below), in return we will give priority response to any breakdown. You receive 3 hours on site labour; this can be one call of three hours or 3 individual calls in any one year. If we have not been called out within the year then we will attend site in month eleven and carryout routine maintenance call. If your require more than 3 hours in anyone year then you will also benefit from not having to pay a callout fee for additional time.

### What's covered:-

- Machine breakdowns (failure of a component within the printer)

### What's not covered:-

- Spare parts,
- Calls due to the use of sub standard consumables\*,
- Replacement of consumables,
- Software issues within your PC, IT Network,
- Network scanning issues.

If you do require help with the issues above then we attend to these at a fixed rate of £33 per half hour.



\*Calls arising from sub standard consumables are usually, sooting up of the machine internally, or image related issues caused by an inferior drum or worn drum. We will maintain your support agreement **only if** compatible toners are bought from us!

Printer Maintenance Tariff	Nett	Inc VAT
A4 Mono Printer	£5.00	£6.00
A4 Colour Printer	£6.00	£7.20
A4 Mono All in One, Multi-function	£6.00	£7.20
A4 Colour All in One, Multi-function	£7.00	£8.40
A3 Mono & Colour Printers	£8.00	£9.60
A3 Mono & Colour All in One, Multi-function	£10.00	£12.00
Additional labour & chargeable call rate	£33.00 + vat per half hour	

Quickstream Ltd T/A Digital Office Solutions,  
 Director JM Waters, Company Registration Number 04193475  
 Reg. Office 87 Church Street, Willingdon, Eastbourne, BN22 0HS

# PRINTER SUPPORT AGREEMENT

CUSTOMER'S LEGAL TITLE

REGISTERED OFFICE / BUSINESS ADDRESS

TELEPHONE NUMBER

CONTACT NAME

DATE

Printer Description

QTY

PRICE inc VAT

<table style="margin-left: auto; margin-right: auto;"> <tr> <td style="padding: 0 10px;">Nett</td> <td style="padding: 0 10px;">Inc VAT</td> </tr> <tr> <td>A4 Mono Printer</td> <td>£5.00    £6.00</td> </tr> <tr> <td>A4 Colour Printer</td> <td>£6.00    £7.20</td> </tr> <tr> <td>A4 Mono All in One, Multi-function</td> <td>£6.00    £7.20</td> </tr> <tr> <td>A4 Colour All in One, Multi-function</td> <td>£7.00    £8.40</td> </tr> <tr> <td>A3 Mono &amp; Colour Printers</td> <td>£8.00    £9.60</td> </tr> <tr> <td>A3 Mono &amp; Colour All in One, Multi-function</td> <td>£10.00    £12.00</td> </tr> <tr> <td>Additional labour &amp; chargeable call rate</td> <td>£33.00 + vat per half hour</td> </tr> </table>	Nett	Inc VAT	A4 Mono Printer	£5.00    £6.00	A4 Colour Printer	£6.00    £7.20	A4 Mono All in One, Multi-function	£6.00    £7.20	A4 Colour All in One, Multi-function	£7.00    £8.40	A3 Mono & Colour Printers	£8.00    £9.60	A3 Mono & Colour All in One, Multi-function	£10.00    £12.00	Additional labour & chargeable call rate	£33.00 + vat per half hour		
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I agree with costs, and terms as laid out overleaf.

Accepted for and behalf of Digital Office Solutions

Customers Signature.....

DOS Signature.....

Print Name .....

Print Name .....

Title .....

Title .....

Date .....

Date .....

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## Standing Order Mandate

To					
Address					
Please Pay	<b>Barclays Bank, The High Street, Crawley, West Sussex</b>				
Sort Code	<b>20-24-00</b>	Beneficiary	<b>Digital Office Solutions</b>	Account No.	<b>30004871</b>
The sum of	<b>£</b>	In words			
Commencing	And every <b>MONTH</b> thereafter until further notice in writing				
Name of the account to be Debited					
Sort Code		Account No.			Please quote ref
Date			Signed		