



## SATO Select Onsite Service Contracts

Our field service engineer comes to your location with an inventory of parts and ready to perform the required repair. A simple call or email to our dispatch center puts it all in motion. To address your specific needs, you can choose from a choice of onsite response times and coverage options. Available in both the USA and Canada.

SATO Onsite Service Contracts Features	Standard 2 Day Response	Next Business Day Response
Parts, Labor and Travel Charges	X	X
Two Preventative Maintenance Checks	X	X
Unlimited Service Calls	X	X
Technical Support Assistance, 8am-5pm, Mon-Fri (excluding holidays)	X	X
Printhead Coverage	Optional	Optional
Onsite Service, 8am-5pm, Mon-Fri (excluding holidays)	X	X

### Why Choose Us

- We use genuine SATO parts and repairs are always completed by a certified SATO repair technician.
- SATO Select onsite service is available throughout the United States and Canada.
- The right price, for the right plan, based on your business-critical requirements:
  - » **Standard 2 day response:** Service technician arrives onsite within 48 hours of requests placed before 5:00pm ET
  - » **Next business-day response:** Service technician arrives onsite within 24 hours of requests placed before 5:00pm ET
  - » Specific requests available

### Get In Touch

- We can help you choose your service options
- We can answer your service availability questions
- We can provide service contract information
- We can provide a service contract quotation

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