

BURKS DIGITAL REPROGRAPHICS PROFESSIONAL SERVICE



Xerox
Wide Format Solutions
Authorized Reseller

WE PROVIDE SERVICE AND SUPPORT FOR CANON, KIP, HP, AND XEROX WIDE FORMAT ANALOG AND DIGITAL SYSTEMS

PROFESSIONAL SERVICE RATES INCLUDE:

- ✓ System analysis, SW / print driver installation, client application installation, Printer configuration and consultation.
- ✓ Specific hardware and software applications installation and configuration
- ✓ Workstation upgrades and repair
- ✓ Custom Hardware solutions
- ✓ SW / HW invoiced separately at current market pricing
- ✓ System Training
- ✓ Immersive solutions for CAD applications, document management, scanning, imaging

PROFESSIONAL SERVICE RATES (EXCLUDES PARTS)			
CALL CHARGE (INCLUDES FIRST 30 MINUTES OF SERVICE)	LABOR RATES PER ADDITIONAL 15 MINUTES OR PORTION THEREOF (UNIT OF SERVICE)		
	REGULAR BUSINESS HOURS 8:00 AM to 5:00 PM MONDAY - FRIDAY	PREMIUM BUSINESS HOURS 5:01 PM to 8:00 AM MONDAY – FRIDAY AND ALL DAY SATURDAY	SUNDAY AND HOLIDAY BUSINESS HOURS ALL DAY
\$175.00	\$40.00	\$65.00	\$75.00
CANON & HP WIDE FORMAT EQUIPMENT SERVICE RATES (EXCLUDES PARTS)			
CALL CHARGE (INCLUDES FIRST 30 MINUTES OF SERVICE)	LABOR RATES PER ADDITIONAL 15 MINUTES OR PORTION THEREOF (UNIT OF SERVICE)		
	REGULAR BUSINESS HOURS 8:00 AM to 5:00 PM MONDAY - FRIDAY	PREMIUM BUSINESS HOURS 5:01 PM to 8:00 AM MONDAY – FRIDAY AND ALL DAY SATURDAY	SUNDAY AND HOLIDAY BUSINESS HOURS ALL DAY
\$135.00	\$25.00	\$65.00	\$75.00

- **Professional and HP Equipment Service Call Charge:** Call Charge includes 25 mile travel to machine location and 30 Minutes minimum labor at the customer site.
- **Mileage Charge:** After 25 miles a \$2.00 per mile fee is added
- **Unit of Service:** A unit of service is defined as **15 minutes** of service or any portion thereof. The Call Charge includes two units of service (30 minutes). Any additional units of service will be billed at the above labor rates.
- **Call Interrupt:** A Call Interrupt is defined as a temporary interruption of service activity. The customer will not be billed an additional Call Charge when the Customer Service Engineer returns to the site, nor for the time the Customer Service Engineer was away from the site.