



## PROFESSIONAL MANAGED SERVICES AND EQUIPMENT SERVICE REPAIR RATES



WE PROVIDE MANAGED SERVICES, EQUIPMENT REPAIR AND SUPPORT FOR ALL CANON IPF PRINTERS, KIP, HP, XEROX WIDE FORMAT AND XEROX NARROW FORMAT OFFICE MFP SYSTEMS

### PROFESSIONAL MANAGED SERVICES AND EQUIPMENT SERVICE REPAIR RATES INCLUDE:

- System analysis, SW / print driver installation, client application installation, Printer configuration and consultation.
- Specific hardware and software applications installation and configuration
- IT Support
- 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 and CANON IPF, HP DESIGNJET, KIP, XEROX WIDE FORMAT AND XEROX OFFICE MFP PRODUCTS 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 ALL DAY
\$110.00	\$28.00	\$45.00	\$60.00

- **Professional Managed IT and 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.