

# Support Offerings

With a strong commitment and proven track record in producing award-winning, innovative consumer and business imaging products, we are pleased to provide solutions for every type of user. For the home and small office user to mission-critical enterprise solutions, educational and government, workgroup and department users, we have a product, service and support program available to meet your ever demanding needs.

## Executive Plus Service

## Executive Service

## Classic Service

### Executive Plus Service and Support Warranty Package

For customers who desire the highest level support possible, we are proud to offer Executive Plus. With Executive Plus, you have all the features included in our Executive Service program with the addition of 4 hour on-site support ensuring the ultimate in protection and security.

### Executive Service and Support Warranty Package

For those seeking a higher level of uptime and convenience through enhanced service and product support, we are pleased to offer the Executive Service level of support. Upgrading to the Executive Service and Support Warranty Package enhances your coverage to include toll-free *priority* phone response and *overnight* RMA replacement, ensuring maximum equipment uptime.

### Classic Service and Support Warranty Package

Each product is shipped with a Classic one-year product warranty which provides toll-free technical phone support to an in-house technical support specialist, and a 24 hour a day, 7 day a week, web-based support center. Also included in the Classic program is a return and replacement service, in the event a return material authorization (RMA) is needed.

**Executive and Executive Plus Service coverage enhances your classic warranty for up to three years depending on model. This added protection can be purchased up to 180 days from your original date of purchase.**