

## Avery Dennison TrafficJet Print System Service Agreement



We are proud to be the only approved UK reseller of the Avery Dennison TrafficJet digital print system.

Our service agreement is designed to offer a cost-effective way of providing maintenance, offering technical support and carrying out preventative measures in order to improve the efficiency and performance of your printer and minimise downtime<sup>1</sup>. Our in-house engineer works exclusively on the TrafficJet Xpert as well as all legacy TrafficJet printer models, using original parts only and carrying the majority of spare parts all of the time.

Our Silver Support package is a fixed charge which applies to each and every call out and our Gold Support package is a monthly subscription which can be cancelled at any time.

	Silver Support	Gold Support
Agreement type	Fixed cost per call out	Monthly subscription
Telephone support (direct with engineer)	Unlimited	Unlimited
Travel expenses	Included	Included
Labour charge	£50/hour after the first 2 hours	Included
Overnight accommodation (if required)	Not included	Included
Unlimited call outs	Fee applies per call out/day	Included
Preventative maintenance visit*	Not included	Included
Parts (unless covered by warranty)	Chargeable	Chargeable
Yearly maintenance kit	Not included	Included
Cost	<b>£208 + VAT</b>	<b>£273.90 + VAT</b>

\* Our Gold Support package includes a monthly preventative maintenance visit which is beneficial to avoid printer downtime.

For additional information please call **0845 293 8062** or email **info@lakesidegroup.co.uk**.

<sup>1</sup> Please note that our support packages are available to mainland UK customers only.

