



# Scanner Support & Maintenance

## Safeguarding your mission critical hardware.

Many organisations take their scanners for granted but scanners are often the one piece of equipment that is key to the whole data capture process.

ePartner Consulting offers several levels of support for your scanners that gives your business peace of mind that in the event of mechanical failure it will be dealt with in the most time efficient manner so as to not cause any disruption to your business processes.

Mechanical malfunction support includes all parts (except consumables) and labour.

There are 3 levels of support to meet your individual needs:

### Level 1

- Return to base. Hardware must be returned to our facilities for repair.

### Level 2

- Guaranteed onsite response. Customers taking guaranteed onsite response receive an onsite engineer within an agreed period of time. Response time options are 4, 8 hours or next business day.

### Level 3

- Guaranteed fix or loan equipment. Taken out in conjunction with Level 2; this option ensures that in the event that your hardware is not operational within a agreed time (typically 4 or 8 hours), loan equipment of equivalent or higher specification will be supplied until such time as repairs on your hardware are complete.

Additional options for mechanical hardware malfunction include:

- Annual, quarterly or monthly preventative maintenance checks
- Parts upgrade to include consumables
- Extended support for non business hours

We are able to provide support for many industry standard scanners including:

- Canon DR range
- Fujitsu scanners
- Kodak scanners
- Panasonic KVSS range
- And many more...

For more information or to speak to us about your business needs please contact us.

