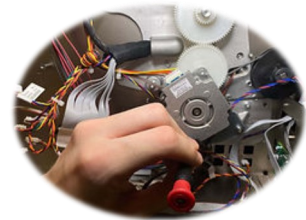




Service Contract—Key Features Document



Maxim offer a number of support contracts to ensure you are never left without assistance to maintain your hardware.

This document is designed to provide you an easy comparison to help you decide upon the best products to maintain your productivity.

We currently offer the following types of support:

Manufacturer Warranty; Return to Manufacturer Support; Managed Return to Manufacturer; Workshop Contracts; Maxim Warranty Support; Maxim Service Agreement (Standard and All Inclusive); Workshop Contracts & Call Voucher Contracts

Manufacturer Warranty	Return To Manufacturer	Workshop Contract	Software Support	Maxim Warranty	Standard Service Agreement	All Inclusive Service Agreement
Devices repaired off site by the manufacturer	Devices repaired off site by the manufacturer	Devices repaired off site by Maxim Workshop	Can be either on site or offsite by Maxim/Infinity	Devices repaired ON site by Maxim	Devices repaired ON site by Maxim	Devices repaired ON site by Maxim
Included in purchase	Purchased with device	Purchased at any point of device life (inspection required if added after point of purchase)	Purchased at any point of device life (inspection mandatory by IT team)	Purchased with device at point of purchase	Purchased at any point of device life (inspection required if added after point of purchase)	Purchased at any point of device life (inspection required if added after point of purchase)
Renewable: No	Renewable: As long as man offers support	Renewable: Yes	Renewable: Yes	Renewable: No—moves to service agreement after 1 year.	Renewable: Yes	Renewable: Yes
Duration: 12-24 months	Duration: 12—60 months	Duration: 12 months—longer negotiable	Duration: 12 months—longer negotiable	Duration: 12 months	Duration: 12 months—longer negotiable	Duration: 12 months—longer negotiable
Exclusions: Wear & tear Accidental/user damage	Exclusions: Malicious damage Batteries	Exclusions: Malicious damage Consumables		Exclusions: Malicious damage Consumables Cutters Shuttles	Exclusions: Malicious damage Consumables Cutters Shuttles	Exclusions: Malicious damage Cutters Shuttles
Response times: 14-21 days	Response times: 5-7 days	Response times: 5 days approx	Response times: Contract lead	Response times: 4 or 8 hours	Response times: 4 or 8 hours	Response times: 4 or 8 hours
Inc with printer pricing	Price available upon purchase or renewal	Price varying upon device on renewal	Price varying upon program on renewal	Maxim hardware contract pricing is based upon print width & response times: 4" / 6" / 8" / 10" - 4 hour response or 8 hour response. These all come with free annual servicing for listed printers.		
	Managed option: Allow Maxim to complete the admin of raising the job with manufacturer on your behalf.			Call Voucher Option: To use as required for any device on site; there is no requirement for supplying serial numbers. The call voucher contract only covers engineer time and parts will be quoted and purchased by site as needed. Response times match standard service contract.		