

Service guides

Tasco & Mediapolis

Each unit that we supply stands for quality and reliability. We choose our suppliers and brands carefully so that we can guarantee this quality. Of course, our service does not stop after the purchasement. Installation, implementation, maintenance and repair by trained technicians are needed to ensure that the devices continue to operate. In this document you will discover how simply our technical department works.

This service guide is applicable to the mainland of Belgium, France, Luxembourg and the Netherlands. For all other countries, islands, remote and overseas areas we are pleased to give a customized proposal.

Do you need a WEXT, a WUC or both?

A WEXT, a WUC or a combination suffices in any situation. Below the difference between both services are explained briefly. Further in this document one can find everything explained in detail.

What is a WEXT?

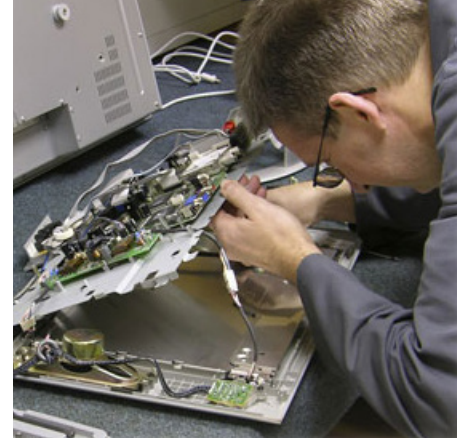
WEXT stands for **Warranty EXTention**. This is an extension of the technical warranty to 5 years. Furthermore, there are many additional benefits. This warranty extension is recommended when you think that the standard warranty can't provide sufficient security.

What is a WUC?

With a WUC one can buy some **hours in packages of 10 units for technical help**, installation and support. There is no expiration date and the balance of the hours can even be used after a couple of years.

Content

A WEXT, a WUC or both?	1
Wext, guarantee and security	2
Standard warranty	2
Wext or Warranty Extension	3
Advantages	3
What do you get?	3
Conditions	3
More service?	4



WEXT: warranty and security

1. What does standard warranty mean?

For the standard warranty, we refer to the warranty conditions from our suppliers. This factory warranty only covers the pieces and is valid for 1 year.

Standard Warranty:

- The warranty is valid for 1 year
- The Standard warranty equals the manufacturer's warranty
- No guaranteed intervention time
- The warranty does not cover maintenance
- consumables such as belts, wheels, printheads, etc. aren't covered by the warranty.
- For damages caused by incorrect use and other restrictions regarding the standard warranty, we refer to the terms and conditions of the manufacturer's warranty. The full text of the terms of sale remains applicable.

For some products, we provide a standard extension of this guarantee to "carry-in".

- **"Carry-in" warranty:**

A Primera Disc Publisher includes a carry-in warranty. You can resend the unit in the original packaging. Our technical service shall repair the unit. Only the working hours of the repair and the pieces are covered by the warranty. If you want the technician to come to you, the displacement will be charged.

Transport and/or displacement is controlled by WUC (see brochure)

Other forms of guarantee:

- **Warranty on parts:**

This is only the case on smaller and less common devices, the warranty will only be available on the pieces. All labor and any movements will be charged.

- **Manufacturer's warranty for IT equipment:**

The warranty of a notebook from HP is performed by the manufacturer itself instead of our technical department.

To perform the warranty as smoothly as possible and to avoid unnecessary trips, one is supposed to assist our technical service. This means that you give permission to our technician to take over your computer in order to exclude any software problems. Our technical department will also ask you to perform some particular actions in order to detect the problem.

In order to help you as quickly as possible, our technician might ask you to replace a spare part yourself. In that case one has to send back the damaged item. After verification, Tasco will send back a new one that you can put into the machine. In certain circumstances we can change the machine when needed.

Precedency repair

When buying a WEXT you admit that the machine is important to you. This is why our technical department always gives priority to clients that bought a WEXT. Depending on the case and the availability an alternative device during the repair is an option as well.

2. WEXT or Warranty EXTension

When buying one of our machines you can opt for an extension of the warranty to 5 years. This gives you extra security and a benefit.

2a. Advantages

- A fixed price for five years
- A guaranteed intervention "next business day"
- A fully functioning device
- Extend the technical lifetime of the device
- No unpleasant surprises for your budget
- The best guarantee for a continuous production

2b. What do you get when buying a WEXT

- With a Warranty EXTension, you can keep all the achievements and conditions of the **standard warranty**. They are extended, however, with some additional guarantees and services.
- The Warranty EXTension **can be bought together with the purchase of the device**. In that case, the cost of the Warranty EXTension is included in the purchase price of the device and can be co-financed or -rented when necessary.
- The Warranty EXTension **applies up to 5 years** from the date of installation. After this, it is possible to extend this warranty every year, at the current rating. It is for sure that a fixed price for five years, without any increase is a fair deal!
- All parts that are covered by the **standard warranty** will also be covered by the warranty extension, with the same conditions and exclusions. The extension therefore extends the **warranty period** and does not change the content. When the standard warranty is eg. 1 year "On-site", you will obtain a 5 years 'on-site' warranty.
- Together with an intervention, **all necessary upgrades of firmware** the manufacturer provides, will be executed.
- The warranty extension was provided for our professional clients. This is the client for whom the reliability of the device is important. Therefore, our WEXT will guarantee an **intervention the next business day**. This is an additional service we offer with pleasure. Depending on the availability it is also possible to receive an alternative device during the repair. A free service, only for our customers with warranty extension!



WEXT: how does it work?

Do I need to sign a contract?

No, this is not necessary. This brochure contains all conditions regarding the WEXT. After your consent, you will receive an invoice and off course the Warranty EXTension to 5 years.

2c. Condition

Our WEXT is offered at an extremely low price, moreover at half of the normal value. Therefore, the WEXT is only valid if you purchase all consumables for the unit from us. If this is not the case, Tasco can off course withdraw the right to the warranty without any compensation.

2d. If you need more service.

Many of our units are used in production environments. You can always opt for an extra fast response time.



Our standard interventions are:

- Our goal is an intervention NBD* (Next Business Day).
- All calls and interventions are done during our office hours.

* Customers with a WEXT always receive a priority in the planning. After all, for them it is important that their device works optimally. Our second priority are the WUC-customers

Possible extensions:

These extensions are only available if you are already bought a WEXT for your device.

- **Weekend availability for one weekend.**

At your request, we can put a technician available for you during 1 single weekend. This period you will receive a 24/24 availability from the technician together with 2 hours of intervention.

- **"Intervention 4h" instead of NBD for 5 years.**

This option is only offered in combination with the purchase of a set of spare parts which can be deposited. This option not only ensures a faster intervention but also increases the possibility for a 4 hour CTF (call to fix).

- **"Intervention 2h" instead of NBD for 5 years.**

This option is only offered in combination with the purchase of a set of spare parts which can be deposited. This option not only ensures a faster intervention but also increases the possibility for a 4 hour CTF (call to fix).

- **"Oh call to fix".**

For really critical applications, you have the option to rent a second configuration during a period of 5 years. Of course, this device can only be used by default of your own unit and remains property of Tasco. As a matter of fact, you will have a back-up all the time!



De laatste versie van dit document vindt u steeds terug op:
www.tasco.be/downloads/conditions.

U kan ook steeds de QR (QuickResponse) code met uw mobiele telefoon inscannen. Meer info i.v.m. QR-codes vindt u op http://en.wikipedia.org/wiki/QR_Code



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