

Service guide

Tasco & Mediapolis

WUC

General

For the performance of a larger number of hours we have an interesting proposal for our clients. With our WUC one can buy some hours in packages of 10 units. You can use these hours for education, training, distant support, interventions, etc. The time for our technicians in order to get to the client is also calculated in these units. Moreover, the contract is always valid, your credit will never expire.

You will receive a detailed overview of the performed hours. In fact, there will be a simple and transparent administration, thanks to a limited number of invoices. And because you paid the contract in advance you receive a special discount for these hours.

The WUC-advantages?

- economical price compared to invoiced interventions
- lower travel costs
- less administration and invoices
- clear overview of the performed hours.

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1. WUC in practice

We will explain the WUC by a practical example.

Situation:

You are a company from Brussels* and you buy a machine from Tasco Belgium. When purchasing the machine, you also buy a WUC10.

* This is applicable to the mainland of Belgium, France, Luxembourg and the Netherlands (except islands, remote and overseas territories). Only the travel costs may vary.

Installation:

Our technician needs a half hour to prepare. At his arrival, he needs 2h to install the machine. Secondly, you receive an education for 1 hour. In total 4,5 hours will be reduced from your total of 10 hours. (Total time of our technician + 1 hour traveling time)

Support:

Your device asks to replace a part. You remember vaguely that the technician has explained this at training, but you can't recall this entirely. Instead of searching through the manual, one can contact our technicians by the direct line. An army quarters later your production is up and running again.



Repair under warranty:

Imagine: your printer has a technical problem but still fits the warranty-period. The type of warranty of this machine is a carry-in. (without warranty extension/wext the manufacturer's warranty will be conducted as the standard warranty). Our technician will come to you in order to repair the unit. Change parts and working hours will not be charged. The travelling time will be invoiced.



General repair:

After the warranty period there is another problem. Our technician will come to you and replaces two parts for a total value of €250. The time to repair your printer is 2h. In total 3h will be deducted from the WUC. (1h travelling time + 2h in order to repair the printer). Also, you will be invoiced for the change parts.

2. How to use a WUC

2a. WUC during installation or implementation

No such thing as surprises with our WUC. Of course, we will estimate together the time for installation and education in advance. Of course, only the hours that have been accomplished will be taken into count.

What will be taken into count:

- Preparation at Tasco (prepare and test equipment)
- Traveling time technician and most of the machines (devices that can't be transported by Tasco, will be invoiced separately)
- Preparations at the client's company (unpacking the machine, put it at the right place, ...)
- Installation
- Training

For some devices or software, the technician will not come to the company for the installation. When necessary, however, he will take over your computer and give you instructions by phone in order to ensure a smooth installation, a proper operation and training. This way, one can save on the travelling costs.

A WUC isn't only there to use for installations of the machines. Our IT customers tend to use this system as well. This way they can use it for an installation of a server, personal computers or other IT-related services.



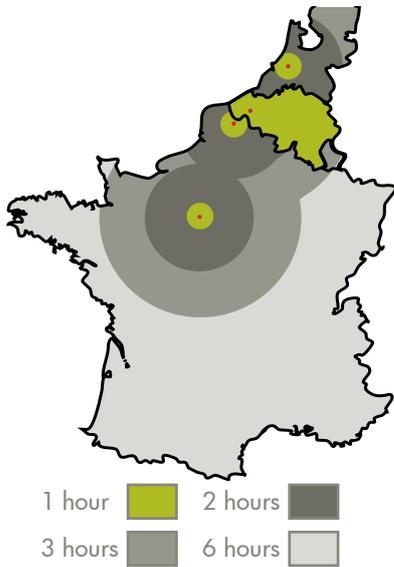
Total savings of this example

Without WUC you would pay €1497,64 in total.

With WUC you save €377,89 or more than 25%, you only pay €1119,75. Moreover, you still have 1 hour and 15 minutes left.

Example of our client in Brussels.
 Our technician must visit the site.
 Price by default: € 195,48 (85 km).
 Price WUC: 1 hour or € 99,4!

For a customer in Zwolle is the price without a contract: € 321,97 for 140 km. With a WUC and a 1,5h relocation, he only pays € 198,80.



Some examples of questions:

- My prints have fine lines. The technician will guide you through the process in order to find out which part you need to replace.
- You have to adjust the preferences of your printer, but can't remember how to do this. Also in this case, our technician will assist you.

For what kind of problems can one use this service?

- practical questions regarding the software.
- installation of drivers and programs.
- Adjusting settings of the computers or machines.
- ...



2b. Relocation of the technician

Whenever a technician needs to relocate, a WUC is the perfect solution, as it is a lot cheaper and more transparent. In general, the price for the relocation would be calculated by the number of kilometers, starting from € 114,99. With a WUC, this is different.

The rate is based on the distance to one of our official addresses (Gavere, Dordrecht, Lille or Paris) and applies to Belgium, France, the Netherlands and Luxembourg:

- within a radius of 30 km or in Belgium, we charge 1 hour
- between 30 and 130 km, we charge 2 hours
- between 130 and 260km, we charge 3 hours
- 260km above the package is 6 hours
- Other countries, islands, remote and overseas will always be treated individually.

Please note that this is only about the movements of technicians. Whenever equipment would be transported by an external transporter, it will be invoiced separately.

2c. Technical problems and maintenance

Even the best machines tend to have some problems. In case of technical issues, a WUC is the best solution. In this case, one needs to understand the difference between repair under warranty and repair out of warranty.

Repair under warranty:

In general, standard warranty from our suppliers is applicable. Some manufacturers offer "Carry-in" guarantee where others only accept warranty on change parts. The first case will save on travel costs. When one only has a warranty on parts provided, your company will save on both travelling costs as labor hours.

Repair out of warranty:

All labor and travelling costs will be charged by the WUC. Only change parts will be invoiced.

Maintenance:

Maintenance will not be treated as a technical issue. Therefore the warranty is not applicable. In order for your machines to operate without technical issues, a regular maintenance will be necessary. In this case, the WUC will save you a lot of money.

2d. Technical support

Further education and training

A new operator or additional explanation necessary? No problem. One can use the WUC in order to pay for this additional training. You can also call our technicians for issues related to the products. eg. Whenever you would buy a label printer, we can foresee in additional training for software programs such as Nicelabel or Bartender.

Remote Support

We also provide support from us to your company. This can be by phone, we can take over your computer or both. You receive immediate assistance by an experienced technician. This kind of support offers you many advantages. The main part of the user problems can be fixed in a couple of seconds. One can ask any question: Technical problems with the devices, help to use software, assistance in using your equipment, etc. You will be helped immediately and save on travelling costs.

You will always receive a technician. This way you don't lose valuable time. Whenever the technician nor his colleagues can help you, our technical department will fix a date for an intervention. Because of the knowledge the technician will have, the intervention will proceed easier and faster.

Issues on devices controlled by a personal computer, can perfectly be resolved by the technician on a distance. By using the application 'LogMeIn Rescue' we can take over every computer anywhere in the world (via web interface). This is possible without prior installation of software or to open internal gates (This way, there is no risk for your safety).

Of course, this is only possible with your permission and only for that session. You can follow our actions at the screen. This way, we can help you fixing the problem and show you how to fix this in the future yourself.

Remote Administration

For our IT customers, we have an extra service. Managing computer networks isn't simple and often requires many small operations. Would you like to optimize your network and safely operate and therefore installing consistently the latest patches and updates on your system? Do you want to create new users but prefer to let us do the work? It is possible by the remote administration.

Do you have a technical question about Word or another software? Do you have problems in installing a new program? A setting on your device is not correct? Here as well, the remote administration, is an option.

From a distance, we will take over your computer, while you can just watch on your own screen. When necessary, a technician can simultaneously give more explanation on how to adjust a setting.

Administration, invoicing and pricing of WUC

Just like a wext we want to limit our administration system to a minimum.

First of all, there is no contract to sign. You order a package of 10h. After receiving the payment, we start counting . The overplus of the hours will never expire and will be transferred to the next year. This will help you simplify your budget.

Whenever you exceed the number of hours you will receive a new invoice for 10 hours (unless otherwise agreed). If, due to circumstances, you don't want a WUC no longer , one can tell us. In that case you will receive an invoice. The work performed from that moment will be charged to the usual working rate of that moment.

Only the performed hours will be deducted from your account. Hours on site, will be charged per half hour. For the remote support this is per quarter.

An additional advantage of a WUC is that you don't make separate order forms nor receive invoices. Only one invoice will be sent (when you pay the 10 hours). In addition you will also find a detailed overview of the labor hours that allow you to check this.

Result:

- less administration
- clear overview of the number of hours that have been charged
- clear overview what kind of services were performed

Prices:

Working hour technical service: € 114,99 / h

IT working hour: € 114,99 / h

WUC standard contract:

WUC 10h: € 994. You have an advantage of almost 16%

Special WUC contracts:

WUC 25h: € 2377,00. You have an advantage of more than 11%

WUC 5h: € 574,94. You have all the advantages of a WUC (such as displacement)

All prices are excl. VAT and are valid for 2022.

For more information or to obtain your warranty extension, just call +32 9 389 79 90 and ask for David. With him you can talk about service!

e.g.: For an on-site repair of 29 min., half an hour will be deducted. If the repair lasts 40min. there will be 1h deducted from your WUC.



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