

**Porta Sistemas** is pleased to offer the **Maintenance and Repair Contracts** matching your needs.

### **GENERAL CONDITIONS :**

**1- PREVENTIVE MAINTENANCE:** In order to increase your equipment life and to avoid the production's line stops. For printer's brands like: Datamax, Zebra, Avery ...

The following services are included:

- Shipment costs.
- Cleaning and maintenance for moving parts.
- Sensors Cleaning and adjustments.
- Communication and print quality checking.

**2- REPAIR (CORRECTIVE MAINTENENCE):** Allowing a fast an efficient answer when a printer or system is out of order. For printer's brands like: Datamax, Zebra, Avery ...

The following services are included:

- Shipment costs.
- Manforce.
- Spare parts (printhead included).

**3- HOT LINE:** Immediate assistance by phone or e-mail in order to solve little problems or incidents. From Monday to Friday, 8h to 17h.

### **CUSTOMIZED CONTRACTS:**

We also offer customized contracts for specific needs, for examples:

- On-field repair services,
- 8h resolution options,
- Back-up printers, etc.

For more information about custom options, be so kind to contact our technical department by pone 00 +34 977 338 750 or by e-mail [sat@portasistemas.com](mailto:sat@portasistemas.com)