

Service In A Box[®]

GENICOM printers are known for their rock-solid reliability. But if your printer needs service, it should have the best you can get.

Service In A Box[®] is a conveniently packaged service agreement that'll give you expert service...when you need it...where you need it...with the right tools and technology to get your equipment up and running.

Turn to Service In A Box[®] for:

On-site service, including parts and labor.

Centralized toll-free dispatch.

Rapid response and minimum repair time to save you costly downtime.

Quality work by fully equipped, factory-trained service representatives.

Installation available as an option.

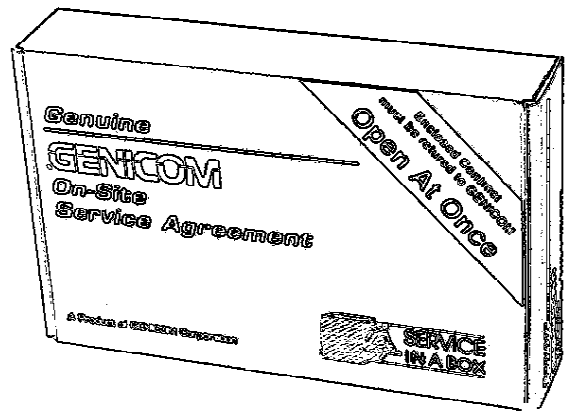
Mobile ExpertiseSM nationwide (including Alaska, Hawaii, and Puerto Rico) and in Canada.

Multiyear option available.

We're more than a printer company.

When customers come to us with printing requirements, we give them *real* solutions. GENICOM offers a wide range of products, accessories, and supplies that are backed by application expertise, customized service, quality technical support, and a worldwide reputation for rock-solid reliability.

The product for every GENICOM printer



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- Map of Mobile ExpertiseSM areas
- Sticker with 800 service number
- Postage paid return envelope
- Introduction letter

At GENICOM, we won't sell you just features. If quality and performance are important to you, make us your choice for document solutions.

The **GENICOM**
Advantage

Service In A Box[®]

GENICOM's on-site service and support give you peace of mind, even in today's highly technical, production-oriented environment.

On-Site Service

Your Service In A Box[®] contract gives you on-site coverage for parts and labor¹. We offer you a nationwide network of factory-trained field engineers ready to come to your assistance. We have Mobile ExpertiseSM nationwide (including Alaska, Hawaii, and Puerto Rico) and in Canada².

Technical Support

Our field engineers have additional support from our technical specialists, who have a strong background in the products you are using. And you, as a contract customer, will have access to those experts as well. Many times we can help you diagnose and fix a problem over the phone, saving you costly downtime.

Just call us at **540-949-1031**.

Logistics

Our logistics support personnel keep our field engineers supplied with the right parts needed to complete the repair. We take pride in a very high first call repair rate. For the small percentage of calls that require a unique part not generally available, we'll ship what's needed from the factory overnight.

Toll Free Call Number

Our toll free dispatch phone number makes it easy for you to initiate a service call 24 hours a day, seven days a week.

Just call us at **800-258-1952**.

Supplies

Our supplies products are designed and manufactured specifically for the speed, functionally, and performance of each individual printer. Get maximum printing performance and protect the investment you have made in your printers by selecting only Genuine GENICOM and CENTRONICS printer supplies.

The GENICOM Team

Every member of the GENICOM team is ready to give his or her best to assure you of high-quality parts, expert service, and a rapid response to meet your needs. A quality assurance follow-through program gives you the opportunity to tell us whether or not we were prompt and courteous. And, more importantly, you can let us know whether or not your total support needs were met to your satisfaction.



Under normal print failure conditions. Service agreement must be purchased within 90 days of printer purchase. See agreement for terms and conditions.

Agreement covers a 200-mile radius from Mobile ExpertiseSM areas. For locations greater than 200 miles from nearest service center, standard trip charges apply.

Specifications subject to change without notice.

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Expert technical support services available from your authorized GENICOM reseller or GENICOM Corporation.

GENICOM Canada, Mississauga, Ontario,
Tel: 905-625-0770 (within Toronto area)
Tel: 1-800-268-0464 (from long distance)
GENICOM Ltd., Farnborough, England, Tel: 44-1252-522500

GENICOM S.A., Massy, France, Tel: 33-1-69-308484
GENICOM SpA, Milan, Italy, Tel: 39-2-27304510
GENICOM Pty Ltd., Chatswood, Australia, Tel: 61-2-417-6411
GENICOM GmbH, Suizbach/TS, Germany, Tel: 49-6196-70320



GENICOM[®]

Your choice for document solutions.

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