SUPPORT
services

FAST RESPONSE AND EXPERT REPAIR FOR DATACARD® BRAND SYSTEMS

Optimize your efficiency

- **Faster resolution.** Our teams can finish repairs in as few as five business days.
- **Less downtime.** Get a temporary or permanent replacement system overnight and resolve production as quickly as possible.
- **Exceptional quality.** Depot service repairs are performed by highly trained experts and include a 90-day warranty.
- **Easy access.** One toll-free number to call, with 24/7 availability, for turnkey, door-to-door service.

For equipment issues that cannot be resolved over the phone, Datacard℠ Depot Services help ensure easy, efficient repair of your Datacard® card printers with minimal downtime and maximum convenience.

- **Convenient service.** Just call the Datacard Customer Care Center toll-free, and our technical phone support specialists assist you in troubleshooting. If repair is necessary, we arrange for fast repair and return of your system.

- **Wide range of offerings.** Datacard Group offers a complete menu of cost-effective depot service options for Datacard® desktop card printers, so you can choose the response time that best meets your needs. We can create customized services to meet unique needs, and depot services for other products (such as readers, cameras, PCs, point-of-sale terminals and third-party equipment) are available by special quote. In some regions, we also offer field depot service.

- **Backed by expert phone support.** One toll-free call connects you with a trained technical professional ready to provide expert troubleshooting over the phone. This helps keep downtime and service expense to an absolute minimum. We offer technical support via phone for all identification system components. A depot contract includes phone support for card printers. Optional upgrades extend this support to Datacard® software and other components.

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SECURE ID AND CARD PERSONALIZATION SOLUTIONS

Maximize Productivity and Minimize Downtime

STANDARD DEPOT SERVICE

Summary
Standard Depot Service provides turnaround within five business days after Datacard receives the unit. This service is included in the standard desktop product warranty.

Value
- Fast issue resolution
- High-quality repair
- Rigorous system testing
- High reliability

Offerings
- Upon equipment failure, the customer calls the toll-free Customer Care Center (available 24/7). If resolution by phone is not possible, the customer ships the unit to Datacard.
- Upon receipt, we repair and test the defective equipment within five business days.
- The repaired unit is shipped to the customer via ground transportation. (Customer pays freight to ship, Datacard pays return freight.)

RAPID DEPOT℠ SERVICE

Summary
Datacard℠ Rapid Depot℠ Service provides overnight shipment of loaner[1] equipment while the defective system is repaired and shipped within five business days of its receipt. This service is offered for Datacard® Express, Select and Magna card printers.

Value
- Faster issue resolution
- Less downtime
- High-quality repair
- Rigorous system testing
- High reliability

Offerings
- Upon equipment failure, the customer calls the toll-free Customer Care Center (available 24/7). If resolution by phone is not possible, the customer ships the unit to Datacard.
- Datacard express ships a loaner unit (temporary replacement) for next-day delivery (excluding weekends and holidays).
- Upon receipt, we repair the defective equipment and test it within five business days.
- The repaired unit is shipped to the customer via ground transportation. (Customer pays freight to ship, Datacard pays return freight.)
- After installing the repaired unit, the customer returns the loaner to Datacard using a prepaid shipping label.
- This service is available as a warranty upgrade and post-warranty 12-month agreement.

RAPID REPLACEMENT DEPOT SERVICE

Summary
Rapid Replacement Depot Service provides overnight shipment of a permanent replacement unit[2]. This service is available as a warranty upgrade and a post-warranty offering for all Datacard® SP Plus Series and Datacard® CP Plus Series card printers.

Value
- Fastest issue resolution
- Minimal downtime
- High reliability
- Exceptional convenience

Offerings
- Upon equipment failure, the customer calls the toll-free Customer Care Center (available 24/7).
- If resolution by phone is not possible, Datacard express ships a permanent replacement unit for next-day delivery (excluding weekends and holidays).
- After installing the replacement unit, the customer returns the failed unit to Datacard using a post-paid authorized return service (ARS) label.
- This service is available as a warranty upgrade and post-warranty 12-month agreement.

CUSTOMIZED DEPOT SERVICE

Summary
Datacard can create customized depot services for large programs to help ensure customers' unique needs are met.

Value
- Special focus on customer-specific issues
- Fast resolution
- Reduced downtime
- High reliability

Offerings
- Field depot service provides the speed and convenience of a regional repair facility. Support for repairs within a specific state or region helps improve turnaround time and reduce shipping costs.
- Depot services for readers, cameras, PCs, point-of-sale terminals and other third-party or OEM equipment are available by special quote.

1 "Loaner" printer delivered to customer via overnight air. End-user or Datacard Reseller is responsible for installing and de-installing loaner and for shipping loaner back to Datacard within seven days of receiving repaired unit (prepaid shipping label provided).

2 Replacement unit is delivered to customer via overnight air. End user or Datacard Reseller is responsible for installing replacement unit and for shipping failed unit back to Datacard within seven days (post-paid Authorized Return Service (ARS) label provided).

For a list of Datacard printer models eligible for coverage under each plan, call 1.800.621.6972 or visit www.datacard.com.

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