



Warranty & Non-Warranty
Tech Support Services for
EVOLIS
Card Printer / Encoders

October 2007

TransTech Systems, Inc.
Sales: 888-843-3643
Support: 503-427-7177
Fax: 503-682-0166



Table of Contents

<i>Table of Content</i> _____	2
<i>Introduction</i> _____	2
<i>Contact Information</i> _____	2
<i>Evolis Printers Covered by TransTech Systems Warranty Program</i> _____	3
<i>TransTech Systems Standard Depot Service for Evolis Printers</i> _____	3
<i>TransTech Systems Extended Evolis Depot Repair Printers</i> _____	4
<i>TransTech Systems Add-on & Extended Warranty Evolis Loaner Programs</i> _____	5
<i>TransTech Systems Evolis Printer RMA Instructions</i> _____	6

Introduction

The TTS Service Guide was developed to quickly explain the warranty and extended warranty service and support options TransTech provides for Evolis card printer products. All terms and conditions of these warranties are provided by the manufacturer, Evolis, for information on what is covered and under what terms the coverage is provides. TransTech Systems (TTS) as an authorized Evolis Repair Center is only providing warranty or non-warranty repair work under guidelines established by Evolis. TTS is not adding to or replacing the manufacturer’s specific warranties in any way.

TTS Support Services can be contacted at:

Phone Support	503-427-7177	Monday to Friday 7:30a.m. to 5:00 p.m PST
Technical Support Fax	503-682-0166	
Technical Support (Web and e-mail):		E-mail: support@ttsys.com Web: http://www.ttsys.com
RMA Status:	503-427-7177	Monday to Friday 8:00 a.m. to 5:00 p.m PST





Evolis Printers Covered By TransTech Warranty Programs

All Evolis products are covered by depot repair warranties. Please see the specific product warranty information included with your printer by the manufacturer to check on coverage.

Printers covered in TransTech Warranty programs included:

Tattoo	Tattoo Re-write	Tattoo Mag	Tattoo Loyalty
Pebble	Peb3le	Pebble4	Securion
Dualys	Dualys2	Dualys3	
Quantum	Quantum Kiosk		

TransTech Systems (TTS) Standard Depot Services for Evolis Printers

To receive warranty service on an Evolis printer product the customer must first contact TTS Technical support via phone (503) 427-7177, e-mail support@ttsys.com , web link www.ttsys.com/RMA.html , or fax to (503) 682-3292. The printer model, serial number and purchase information is required. A TransTech service technician will verify the warranty status of the unit and will troubleshoot the printer to determine the type of service required. If TransTech is unable to resolve a customer's problem via telephone or remote support, the technician may deem it necessary to return the printer to TTS for service. See the RMA Instructions Section for further information.

If the unit is under warranty, TTS will service Evolis printer under the terms of the appropriate standard Evolis warranty at no charge to the customer..

If the unit is out of warranty, TTS will diagnose and repair the unit as directed by the customer. Payment must be cleared and authorized before service can proceed. The current rate for depot repair is \$150 per hour billable in 15 minute increments. If major repairs are needed the customer will be provided an estimate along with options to complete the repair. Such options may include conversion to an extended warranty contract or a system upgrade if available.



12142 NE Sky Lane, Suite 130 ▪ Aurora, OR 97002 ▪ Phone: (503) 682-3292 ▪ Fax: (503) 682-0166 ▪ sales@ttsys.com

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TTS Extended Evolis Depot Repair Warranty Programs

If the customer is interested in an extended depot repair warranty program to cover the printer beyond the normal factory limit, TTS has 1 and 2 year programs which may be purchased at an additional cost. The extended depot repair warranty programs may be purchased at any time during the life of the printer within certain limitations. If the extended depot repair warranty is purchased at the same time as the printer is purchased, no additional requirements are necessary.

If the extended depot repair warranty is purchased at a later date, the following limitations apply:

- A) The printer must be returned for complete inspection and maintenance to make sure that all factory fixes or recalled issues have been addressed. This is not a warranty process. The current cost of the inspection is \$250,000 plus parts and any additional labor beyond 2 hours. Contact TTS Technical Support to request an extended depot repair warranty inspection.

- B) No extended depot repair warranty will be supported beyond 5 years from the date of the original sale of the printer.

The process to contact TTS Technical Support and to initiate the repair process is the same as the standard warranty procedure with the exception that you will need to provide the invoice number documenting the purchase of the extended depot repair warranty contract.

The pricing for the extended depot repair warranty programs are determined as follows:

- 1 year extended depot warranty 20% of original MSRP.
- 2 year extended depot warranty 35% of original MSRP.

Services provided by TTS under an extended depot repair warranty program will be the same as provided with the original warranty with the note that TTS may repair, replace or upgrade the unit at their discretion. See the RMA Instructions Section for further information.





TTS Add-on and Extended Warranty Evolis Loaner Programs

In many situations identification printing is mission critical and the system cannot be left down waiting for a standard depot repair process to run its course. To cover these requirements TTS offers two types of printer replacement loaner programs.

When a printer is still covered by the standard factory warranty, TTS offers an add-on loaner program. The add-on loaner programs are 1, 2, or 3 year programs corresponding to the warranty period of the covered printer. They may be added any time, but are only offered in 1, 2, or 3 year increments – no partials or prorated periods – and they expire at the end of the factory warranty period.

The process to contact TTS Technical Support and to initiate the repair process is the same as the standard warranty procedure with the exception that you will need to provide the invoice number documenting the purchase of the add-on loaner contract.

The pricing for the add-on loaner programs is determined as follows:

- 1 year add-on loaner 30% of original MSRP.
- 2 year add-on loaner 50% of original MSRP.
- 3 year add-on loaner 60% of original MSRP.

If the printer is out of warranty and a replacement loaner is required TTS offers an extended depot repair warranty with a loaner printer option. All the terms of the extended depot repair warranty programs apply including the limitations and contract periods.

The process to contact TTS Technical Support and to initiate the repair process is the same as the standard warranty procedure with the exception that you will need to provide the invoice number documenting the purchase of the extended depot repair with loaner warranty contract.

The pricing for the extended depot repair with loaner warranty programs are determined as follows:

- 1 year extended depot repair with loaner warranty 40% of original MSRP.
- 2 year extended depot repair with loaner warranty 55% of original MSRP.

Services provided by TTS under an extended depot repair with loaner warranty program will be the same as provided with the original warranty with the note that TTS may repair, replace or upgrade the unit at their discretion. See RMA Instructions Section for further information.





Loaner Contract Additional Terms:

- The customer is responsible for the proper/prompt return of the Loaner printers.
- If the Loaner printer is not returned within a week of delivery of the repaired printer, the customer will be billed for rental charges.
- If for any reason the Loaner printer is lost, damaged or not returned, TTS will bill the customer for the full value of the printer.
- The customer pays to ship units needing repair to TTS. TTS covers the shipping charges to return printers via three-day service.
- Loaner printer availability is based on the total number of units in the field, which are covered by Loaner printer contracts. In extreme conditions, an exact loaner printer may not be available for same day shipping. Best efforts will be made to accommodate all requests.
- 24/7 mission critical operations may be covered by special contracts which include local spares, 24/7 telephone support and on-site availability.
- The Loaner Service is available to customers in the continental U.S. only, unless negotiated and arranged by agreement in writing.





TransTech Systems Evolis Printer RMA Instructions

If TransTech is unable to resolve a customer's problem via telephone or remote support, the technician may deem it necessary to return the printer to TTS for service. If this is the case, the technician will issue an RMA (Return Authorization Number). The unit must be packaged in the appropriate materials and shipped as instructed to TTS Technical Service/Repair, with the RMA number clearly marked on the outside of the box. The box must be sent by prepaid freight to avoid shipping charges. If the printer is not appropriately packaged, TTS will at its option replace the packaging at customer's expense. TTS will pay for the return freight via standard ground shipping. If faster service is required, please make arrangements in advance with TTS Technical Support.

Unless directed otherwise, the unit must be returned to:

TransTech Systems
Attn: Repair Department
RMA #: XXXXXX-XX
12142 NE Sky Lane, Suite 130
Aurora, OR 97002

Upon receipt of the printer, TTS Technical Service/Repair tests, repairs, cleans and returns the unit to the customer. TTS is not the responsible and does not cover under any warranty or extended warranty damage occurring in shipping or any extra steps required to prepare the printer for repair due to the use of inappropriate shipping materials such as but not limited to loose packaging "peanuts" in the printer. The usual turn-around time for all repairs is three working days from date of receipt. At TTS discretion, the unit maybe re-directed to Evolis for further repair services.

If the customer has a loaner contract the loaner unit will normally be shipped to the customer the same day if possible or next business day via overnight delivery. The customer is to return the defective unit to TTS per the RMA instructions. The printer must be returned freight paid to avoid shipping charges. Upon receipt of the defective unit, the unit is cleaned, repaired, tested and returned to the customer. Usual turn-around time for all repairs is three days. All repaired printers will be returned by the most effective shipping method, based on customer location and urgency. Repaired printers will include a Pre-Paid shipping label. The customer affixes this return label to the outside of the box for return shipment of loaner unit. TTS pays for the loaner freight both ways and the return of the repaired printer under the loaner contract. At TransTech's discretion, the unit for repair may be sent to Evolis for repair services.

For questions or comments on these or any other Evolis Support Services Programs contact:

TransTech Support
Phone: (503)427-7177
Fax: (503)682-0166
E-mail: support@ttsys.com

