



**TROY Systems**



## **Desktop Printer Maintenance Programs**

### **Warranty Service –**

Every new TROY desktop MICR printer is provided with a warranty against any manufacturing defects in material and workmanship. Warranty from TROY is provided for one year from date of purchase. During this warranty period, TROY will replace or repair the product free of charge. **Return to Depot** warranty requires the printer to be sent back to TROY's facility in Wheeling, West Virginia for repair. The Customer absorbs shipment costs to TROY. Shipment costs for return of the printer to the Customer are paid by TROY. TROY provides a repair/replace turnaround time of 10 working days.

### **Same-Day/On-Site Service (SDOS) –**

Special TROY service contracts are available through Bottomline, which satisfy urgent service requirements. Same day service will provide a 4-hour response telephone call (M-F, 8 to 5, excluding holidays) for problem determination, with a subsequent on-site visit by an Authorized TROY Service Technician, typically the same day if necessary.

### **Next-Day/On-Site Service (NDOS) –**

Additional TROY service contracts are available through Bottomline, which satisfy less urgent service requirements, but that still may require an on-site visit by an Authorized TROY Service Technician. Next day service will provide a 9-hour (standard business day hours) response telephone call for problem determination, with a subsequent on-site visit by an Authorized TROY Service Technician.

### **TROY Technical Support Services –**

TROY Systems provides free telephone technical support services to all customers and network partners. TROY's toll-free number, within the USA, is **1-800-332-MICR (6427) or 304 232-0899**. Hours of operation for this department: 8:00am to 8:00pm, Monday through Friday (ET), excluding Holidays.

### **Contract Pricing –**

TROY contract prices are provided for SDOS (Same-Day/On-Site) and NDOS (Next-Day/On-Site) maintenance contracts available through Bottomline. Both programs are available during the initial warranty period (generally 1 year), and after the initial warranty period is complete.

### **Preventative Maintenance Service –**

In combination with other onsite service, TROY offers Preventative Maintenance Options to keep your printer properly cleaned and tested, and to have an Authorized TROY Service Technician install a Maintenance Kit. Your Bottomline representative can work with you to determine how many visits you will require on an annual basis. Preventative Maintenance is available for any TROY printer at a bundled price in combination with the annual service contracts, or can be contracted separately. Maintenance kits are additional.

### **Time & Materials Service –**

During and after the warranty period, un-contracted onsite service can be quoted on a time and materials basis. Technicians will be dispatched on a best effort basis.