

HiTi Support



Choose the level of support you need!

Silver Cover - Included free of charge with every purchase of a HiTi printer CS-200e & CS-220e

Gold Cover - Only £99 per annum for a fully comprehensive plan

Our HiTi service engineers are **fully trained** to support the CS-200e & CS-220e printers at our Technical Centre in Portsmouth. We have a fully equipped **workshop** with a full range of spares and a dedicated support telephone & email service.

What's included in Silver?

Free

- 3 Year Return To Base Machine Repair
- **45 Days** Of Telephone Support
- Unlimited Email Support

What's included in Gold?

£99 per annum or £250 for 3 year cover

- 3 Year Return To Base Machine Repair
- **Full** Telephone Support
- Unlimited Email Support
- **FREE** Loan Printer During Any Repair
- Annual Printer Service^{*2}

Levels of Support

Terms and Conditions

Support Coverage

The Silver support cover is included as standard with all HiTi printers and includes: 3 years return to base repairs, 45 days from the date of delivery telephone support and lifetime email support.

Gold support cover is available only to customers in the UK & RoI, EU, & North America for an annual fee. One and three years Gold support is available.

The Thermal Print Head (TPH) is covered for a maximum of 2 years. If the TPH fails for any reason, the TPH should be removed and returned to Universal Smart Cards. We will despatch a replacement TPH assembly as soon as the defective TPH assembly arrives at Universal Smart Cards. Any claims for a replacement TPH where the failed TPH is not returned may be rejected by USC.

Exceptions

Universal's Gold support cover is specific to one product as identified by the manufacturer's unique serial number. The Gold cover premium will be provided on fully paid up warranties. Universal Smart Cards will use its best efforts to ensure that an adequate supply of loan units is available. However, in circumstances of exceptional demand, it may be necessary to delay shipment of the loan unit.

Warranty Limitations:

The warranty does not apply to HiTi printers that have been:

- o Damaged through physical mishandling
- o Damaged through operation in environments which are outside normal office conditions in terms of corrosive atmosphere, temperature, humidity, shock or vibration
- o Improperly installed or interfaced to other products which may exhibit software problems or expose the HiTi printer to irregular voltages or control signals
- o Used with consumables from a source other than HiTi originals.
- o Serviced or interfered with by anyone other than a HiTi authorised service provider
- o Standard Warranty applies to printers not covered by Universal Gold Support Cover

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^{*1}

Universal Smart Cards will send out a loan printer to minimise downtime if your printer needs repair. This is limited to a maximum of 3 printers being sent out per year.

^{*2}

Return the printer once a year for a comprehensive check and service by our fully trained service technicians. Universal Smart Cards will cover the cost to return the printer back to you.