

ONSITE SUPPORT

- TST will provide repair and maintenance service during the maintenance period at the locations where the Equipment is located as per the resellers contract.
- The reseller can call the 888-849-0341 and place a request for service, by providing equipment serial number. The service entitlement and location is verified with the Reseller. The problem is recorded in a work order and the number is provided to the reseller for reference.
- TST will dispatch a Customer Service Engineer (CSE) to the Reseller's Endusers site to perform the repair and maintenance services
- The CSE will contact the reseller's enduser to confirm the problem and provide arrival time they expect to be on site to fix the problem.
- Service calls will be provided within the time frame set forth in the service quote. (Next day response, 4 hour, 24 X 7)
- The standard period of maintenance is 8:00 am to 5:00 pm in the time zone where the Equipment is located and excludes TST recognized holidays.
- Once on site the TST CSE will diagnose the problem and attempt to fix it at that time. If they need to order parts or get additional information, they will let the Reseller's enduser know the status. If they need to return another day to complete the repair, they will provide the Reseller's enduser with an estimated arrival time and problem resolution.
- The CSE will communicate the status of the repair and maintenance service to the Reseller's end user and provide them with updates as needed.
- Each CSE has access to TST's Technical support center which is staffed with experts who will assist the CSE via the phone and who also have access to the equipment manufacturers technical support staffs to solve any unusual issues.
- Every effort is made to resolve the equipment problem on the first attempt.

TELEPHONE SUPPORT:

- TST shall provide the Reseller with a telephone response during the principal period of maintenance within the referenced time period following first notification of a problem.
- TST shall provide the Reseller with a reasonable amount of telephone support to assist the Reseller in diagnosing errors and malfunctions that occur when Reseller uses the covered Equipment.
- TST shall provide support services to the Reseller to attempt to correct diagnosed errors and malfunctions and reasonable operator assistance.
- TST may provide software patches that implement corrections and/or suggest work-arounds that assist Reseller in using the Equipment in a way that can avoid diagnosed errors, malfunctions, and defects.

PARTS.

- Parts will be replaced on an exchange basis only.
- TST reserves the right to use remanufactured or refurbished parts. Such parts will be equivalent to new when installed in the Equipment.
- All exchanged parts will become the property of TST.

RESELLER'S END USERS RESPONSIBILITIES.

- Reseller end users' shall provide for On-Site Support, electric power for portable electric tools, sufficient light where possible, safe access to the Equipment, appropriate consumable supplies (such as paper and ribbons) and reasonable cooperation from end user's employees.

WARRANTIES AND DISCLAIMERS.

- TST warrants to Reseller for a period of **THIRTY (30) DAYS** following the performance of any Services or Additional Services by TST that the Services and/or Additional Services will be performed in a good and workman-like manner.
- TST's obligations and liability under this warranty is conditioned upon the receipt of prompt notice of defects as to parts and/or workmanship from Reseller, and is limited to repairing or, at TST's sole option, to replacing the Equipment.
- This warranty shall be void if the Equipment is damaged or rendered unusable by the willful act, negligence and/or tampering of persons other than TST.

SERVICE EXCLUSIONS.

The following SERVICES ARE NOT INCLUDED in the Term Services Fee(s) and performance of such services (the "Additional Services") by TST, shall be performed, if at all, and billed separately, on a time and materials basis:

- Site preparation and maintenance of a proper environment
- Set up and installation of the Equipment (included in warranty)
- Moving Equipment
- Painting or refurbishing Equipment
- Adding, changing or removing features or options or making other functional changes to Equipment
- Providing consumable supplies (such as printheads, paper and ribbons), even if consumed while providing maintenance services
- Systems engineering services, programming services and operational procedures of any sort
- **Maintenance, repair or replacement of parts or Equipment, when such services are required because of ABUSE, MISUSE, ACCIDENT, NEGLIGENCE, USAGE IN AN IMPROPER ENVIRONMENT, not in accordance with manufacturer's specifications for the Equipment, or in excess of an item's duty cycle or other loss or damage to Equipment due to any insurable loss or any cause or causes external to the Equipment.**

To place a service request:

Call **1-888-849-0341** or email **service@tstservice.com**

Be prepared to provide the following:

- ✓ Model Number
- ✓ Serial Number or Customer Number
- ✓ Problem Description
- ✓ Site Contact Name
- ✓ Site Telephone Number
- ✓ Purchase Order Number (if applicable)