

Dear Valued Customer,

Please find our service offerings.

Effective January 2025, remote access to our service team will be prioritized for those customers who are covered by one of the following service plans:

- **Current Machine Warranty** – all equipment currently covered under factory warranty.
- **EPS Extended Service Agreement** – Custom-tailored plans available by request.
- **Comprehensive Remote Support Plans**
 - **Pad Printers/Laser Engravers**- \$750 Annually
 - Each add-on Pad Printer/Laser Engraver- \$100
 - **Multi-pass WF Printers**- \$1250 Annually or ask about our Extended Service Agreements
 - Each add-on MP Printer- \$200
 - **Single-pass Printers**- \$2500 Annually or ask about our Extended Service Agreements
 - Each add-on SP Printer- \$300
- Technical phone support between the hours of 8:00 A.M. and 5:00 P.M. Eastern US Time, Monday – Friday.

PLEASE NOTE:

Any customer needing assistance and not covered by one of the above support plans will have the option to pay per hour.

Hourly Rates:

- **Pad Printers:** \$150 per hour. Minimum is 1 hour, not accruable.
- **Multi-pass Printers:** \$225 per hour. Minimum is 1 hour, not accruable.

On-Site Hourly Rates:

- \$300 per hour.

Travel Hourly Rates:

- \$120 per hour.

***All contracts are for a full year from the invoice date. The add-on discount is only applicable if ordered on the same PO. If add-ons are requested post initial plan purchase, full price will be required.*

Contact your local sales rep or our Customer Service team to sign up today.

Customer Service

E: CustomerService@epsvt.com

P: 802 362 0844

Russ Davis

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P: 603 266 9519

Thank you for your patience as we navigate these changes. We value your business and your partnership, and most of all look forward to continuing to support your printing solutions!

Sincerely,

The EPS Team