EQUIPMENT SERVICE AND SUPPORT

Printer service, priced up front.

Pay as you go rates for on site service across Canada, our Toronto depot and phone support.

01 ON SITE ACROSS CANADA

On site service

MINIMUM

$350 plus tax

INCLUDES

- One hour of on site labour per printer*
- One hour of travel

Additional time billed at **$175** per hour, plus tax

Parts, if required, are extra

* Each service call covers one serial number. When more than one unit needs service on the same visit at the same location, each additional unit is billed as its own service call at **$175** plus tax.

02

Return to depot service

MINIMUM

$175 plus tax

HOW IT WORKS

01 Obtain an RMA from our service dispatch.

02 Deliver or ship the unit to our depot repair centre in Toronto.

03 We provide an estimate for your approval.

Rejected estimates are subject to a **$175** diagnostic and evaluation fee.

03

Phone support

FIRST 15 MINUTES

$45 plus tax

INCLUDES

- Up to 15 minutes of remote support.

Additional time is charged at **$45** for each additional 15 minutes of support.

PREFER A FIXED RATE?

Ask about an annual service agreement

An annual agreement locks in your rate for the full term and includes a yearly maintenance visit.

Call 416-675-3999

BOOK SERVICE

Scan to book service

ahearn.com/services

TOLL FREE
800-263-4258

MAIN
416-675-3999