

◆ ASAP – Advantage Service Assurance Program



With over 105 years of providing world class service, Despatch continues to deliver exceptional products backed by a strong sense of responsibility and drive for long term customer satisfaction. Your partnership with Despatch can offer even higher value through your subscription to one of Despatch's Advantage Service Assurance Programs (ASAP).

FIELD SERVICE NETWORK

A worldwide network of factory trained Service Professionals is available to support your Despatch equipment as well as some competitors' equipment. From full service preventive maintenance to routine repair and certified calibration and uniformity, the Despatch service network is positioned to respond to your business needs. Our service programs are customized to meet your specific needs.

SERVICE PROGRAMS

Full Service- available with annual (1), semi-annual (2), or quarterly (4) preventive maintenance visits. All labor, parts and travel are included to insure that your equipment is running at its optimum performance. In addition, you will receive priority scheduling and technical support.

Basic Service- available with annual (1), semi-annual (2), or quarterly (4) preventive maintenance visits. A control calibration is included in the preventive maintenance visit. In addition, you will receive 15% off of parts, \$15.00 per hour off the standard labor rate, priority scheduling and technical support.

Prepaid Hours- delivers the flexibility of providing universal coverage available in 20 hour blocks. The block hours are to be used for travel time and service and does not include airfare, rail fare or rental car expenses. In addition, you will receive 15% off of parts, priority scheduling and technical support.

Extended warranty- uplifts the standard warranty to one full year.



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