

# *ID Solutions Division*



tel: (973) 731-6460

fax: (973) 731-3198

IDSsupport@IDSolutionsUSA.com www.IDSolutionsUSA.com

Arch Crown, Inc.

460 Hillside Ave

Hillside, NJ 07205

**DATAMAX<sup>®</sup>**

Factory Authorized  
Sales and Service

---

## *A Century of Identification Solutions*

---

01/01/2018

Standard Service Terms and Rates

Effective Jan 1, 2018

Travel charges are billed at the 54.5 cents/mile rate allowed by the IRS. Tolls and parking are additional. For example, a typical 20 mile round trip in NJ comes to \$10.90. The mileage will be taken directly from *Mapquest.com* or the Technician's GPS. Travel during peak periods or with excessive delays may be charged up to 25% over the Mapquest estimated time.

Our rates are among the lowest in the industry for certified service.

- 1) \$149/hour from office departure to return.
- 2) Parts will be billed at the Printer Manufacturer's published list price.
- 3) Hourly charges will not be made for "Call-Backs" due to lack of parts availability on the initial call or a recurrence of the same problem within 60 days. Travel and parking charges only will apply.
- 4) Telephone support for any problem on the printer serviced will be provided free of charge for 60 days.
- 5) There is a minimum charge of \$149.00 for labor and travel time (see above) plus sales tax, which is payable by credit card before the technician is dispatched. The balance, if any, will be charged to the same credit card. Credit worthy accounts may be billed on account on subsequent calls once credit is approved.

**NOTE: Very low cost Flat Rate service is available for our label and media customers, and includes a \$50 discount on major parts and print heads, as well as head-of-the-queue response time. See details and limitations at the bottom of page 2.**

Read and agreed to by: \_\_\_\_\_

For company \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_

Please fax signed form to (973)731-3198 and call Kinga at (973)731-6460 with credit card information

Please complete the next page as completely as possible to assist us in being prepared for the service call:

Printer Brand \_\_\_\_\_ Model # \_\_\_\_\_ Serial # \_\_\_\_\_

Type of labels used- check one: direct thermal \_\_\_\_\_ Thermal Transfer \_\_\_\_\_

Label Material paper \_\_\_\_\_ mylar \_\_\_\_\_ Kimdura \_\_\_\_\_ other synthetic \_\_\_\_\_

Sizes of labels printed \_\_\_\_\_

Appx # printed in a busy week \_\_\_\_\_

**Problem:**

No sign of power or light \_\_\_\_\_ Top of form error \_\_\_\_\_ Ribbon fault \_\_\_\_\_

Position Fault \_\_\_\_\_ Uniformly poor print quality \_\_\_\_\_ skips labels \_\_\_\_\_

Prints above or below the label into the next label \_\_\_\_\_

Prints off center, too far to the right or left \_\_\_\_\_ Prints well, but light \_\_\_\_\_

Prints well on one side and gets gradually poorer toward the other side \_\_\_\_\_

Perfectly straight white lines or voids running through the printing \_\_\_\_\_

Poor printing or voids at angles appearing in the printing \_\_\_\_\_

Labels advance the requested number of times but don't print \_\_\_\_\_

If the problem is evident on the printed label, please attach one below or send on another page.

**Special Service Agreement for Media customers**

Accounts that purchase their labels and ribbons from ID Solutions/Arch Crown receive the following benefits:

- 1) On-site visits charged a flat \$95.00 per covered call (see definitions below). No hourly charges. Travel, parking and toll charges will apply.
- 2) \$50 discount on all parts over \$250, including print heads.
- 3) Top of queue response time
- 4) Unlimited telephone support and more.

**Definitions and limitations**

- 1) Customer is entitled to one covered call to service one printer per \$250.00/year in label orders.
- 2) Customers who purchase over \$5,000/year are entitled to virtually unlimited covered calls.
- 3) Customers are responsible to perform basic user maintenance.
- 4) Does not include service and support after regular business hours.