



Top Benefits of contracting Maintenance & Support

1. Better service levels at lower overall cost.
2. Ability to reallocate budget to meet business requirements.
3. Higher system ROI by extending usability.
4. Ability to provide or supplement in-house maintenance.
5. Certified technicians skilled in cross-platform environments.
6. It is hassle and difficult to find honest and reliable repair service.
7. High costs of equipments and service labor.
8. You can repair the product you purchase many times until it is no longer repairable, then it will be replaced with the same product of its like kind and quality.
9. To avoid the hassle in dealing directly with manufacturers.
10. Get special prices on the consumables.

What are the options available?

	Basic	Pro	Premium	PremiumPlus
Minimum Total Value of Contract	1,000	5,000	10,000	25,000
Telephone Support	*	*	*	*
Email Support	*	*	*	*
Back to Base Support	*	*	*	*
Covers Labour Charges	*	*	*	*
Remote Login Support		*	*	*
Next Business Day Onsite Support			*	*
Standby Option (Within 24 Hours)			*	*
Parts Logistics Support			*	*
24/7 Hotline Help Support				*
Same Day Onsite Support (Within 4 hours + Travel Time)				*
On-site Visit Charges (Add Per Visit)				
Dubai	150	100	Free	Free
Sharjah/Ajman/Jebel Ali	200	150	Free	Free
Abu Dhabi/AI Ain/Northern Emirates	250	200	Free	Free
Consultancy Services - Minimum 2 hours per Visit				
Free No. of Hours per Year		2	5	10
AED Per Hour	500	400	300	250
AED Per Day (8 Hours)	2000	1750	1500	1000

What is not covered?

- Periodically or consumed parts such as Batteries, Printer Head, Printer Cartridge and Ribbons
- Loss or damage resulting from external causes such as dropped product, collision with any object, fire, flooding, sand, dirt, windstorm, hail, earthquake or damage from exposure to weather conditions, misuse, abuse, damage resulting from improper use of any electrical source, power surges, damage occurring during transport.
- All preventive maintenance recommended by the manufacturer to maintain the product in operating condition is the responsibility of the contract holder
- Loss or damage resulting from failure to provide recommended maintenance is not covered under this contract. Products with altered or missing serial numbers, any consequential damages occurring due to computer viruses are not covered by this contract.

What to do if product requires service?

- Fill up the problem reporting form (<http://www.tetrainfotech.com/support/AMCReporting.pdf>) and send us by Fax on 04-3522616 and/or by Email on support@tetrainfotech.com
- Call our Customer Service Department at 04-3522466 during business hour.
- Call on the hotline mobile no. given if you are eligible to get 24/7 hours' service.
- Explain the problem.
- Get the Fault Reporting ID for future records.