



Artemis Solutions Group

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TO: All Associates

RE: XID Support and Warranty Services - NEW Support Options Including "Hot Swap"

Warranty Products by Artemis Solutions Group - ASG for XID & DNP CX210 Printers

ASG XID Standard Warranty - Included at No Charge

Provides full parts and labor "depot" repair for **one year from date of purchase**. Customer returns the unit to ASG depot for repair. If returned to ASG, customer is responsible for shipping charges to ASG. ASG will repair or replace the unit within 7 business days, then ship the unit to the sender via ground service at ASG's expense. An RMA is required.

XID Extended Standard Warranty - Additional Year @ \$1299.95 per Printer Per Year (Max 4 Years)

Extends the above-described standard warranty for an additional one year period. Can be purchased at any time during the current warranty period. Price is valid for all XID or CX210 printer models and includes coverage for all optional inline encoding modules. The standard warranty turnaround and shipping policies described above apply.

XID Expedited Support Service - Additional Year @ \$999.95 per Printer Per Year (Max 4 Years)

Provides an immediate **HOT-SWAP** loaner XID printer via NEXT DAY AIR shipment should the customer's unit need to be returned to the ASG for repair. Can be added to a standard first year warranty or an extended standard warranty. Price is valid for all XID printer models and includes coverage for optional inline encoding modules. Customer has to call before 2 pm (PST) to have a replacement unit shipped the same day. Customer returns his defective unit in the protective shipping case or box that the loaner unit arrives in. Customer ships the unit in need of repair to the ASG at ASG expense via UPS insured ground service. ASG repairs or replaces the unit and ships at ASG expense via ground service back to customer. Customer returns loaner unit at ASG's expense via ground service to ASG. Enhanced warranty is active immediately if purchased with the printer or active in 30 days if purchased separately. An RMA is required.

"Max Care" Support Service - \$1899.95 per Printer Per Year Beyond Year 1 (Max 4 Years)

"Max Care" First Year Upgrade - \$999.95 for first year only

This is a specially priced combination of the **XID Extended Standard Warranty** and **XID Expedited Support Contract** for the second and successive years of service for any model XID printer. See details above for provisions for both the **XID Extended Standard Warranty** and **XID Expedited Support Contract** descriptions. "Max Care" can only be purchased within 30 days of original purchase of the printer.

Included Coverage for Puget Sound Customers under the XID Expedited or MAX Combo Support Contract includes a dedicated support technician with 24hour cell phone support, delivery of HOT-SWAP printer and pick-up & return or on-site repair of defective XID printer and Inline Mifare Encoding Modules within 100 mile radius of our FREELAND (Zip 98249) facility. This policy covers all printers deployed in Western Washington Only.

Examples – Customer wants to purchase coverage -

- Extended Warranty under standard program – Add **\$1299.95** per year for **XID Extended Warranty**.
- Expedited Support Service for first year only – Add **\$999.95**.
- "Max Care" for 2 years – Add **\$999.95** for "**Max Care**" **First Year Upgrade** and **\$1899.95** for each additional year for "**Max Care**" **Support Service**.