



Magellan After-Sales Service & Technical Support

Service & Maintenance Contracts



magellan hardware

optical disc publishing solutions for your business



Magellan Warranty & Out of Warranty Service Plans

It is the policy of Magellan Group Limited to fully support all our existing and future customers. We offer a comprehensive warranty service and maintenance after-sales agreement, covering all installed customer systems. All of our plans aside from the standard warranty plan are available to all customers even those who brought their hardware elsewhere (subject to a machine check)

Our own team of Magellan qualified service engineers provide service and maintenance.

Warranty Service Maintenance Plan

- > carriage charges borne by the customer to and from Magellan
- > repair faults and replace components where necessary
- > provide diagnostic and technical advice if required
- > accidental damage or misuse of products is not covered

'Back-to-Base' Full Service & Maintenance Plan

- > carriage charges borne by the customer to and from Magellan
- > repair faults and replace components where necessary
- > maximum downtime of no more than two working days
- > provide diagnostic and technical advice if required

On-Site Full Service & Maintenance Plan

- > dedicated service engineers will visit the customer location or provide a loan machine
- > repair faults and replace components where necessary
- > maximum downtime of no more than two working days
- > provide diagnostic and technical advice if required

'Pay as you go' Service & Maintenance Plan

- > carriage charges borne by the customer to and from Magellan
- > customer pays for repairs and replacement components as required
- > loan machine available at cost
- > provide diagnostic and technical advice if required

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call us on **01256 681100** or visit **www.magellanhardware.com**

Important Notes

- a) Accidental damage or misuse of products are not covered
- b) all print heads and drives outside the manufacturers warranty are considered consumable items and are also not covered

'Back-to-Base' and On-site Full Service & Maintenance Contracts Additional Benefits

An integral part of our full service contracts is the provision to provide an extra two-tier Production Contingency Plan supporting our customers during a system breakdown.

1. The provision of free loan equipment if faulty system cannot be reflected during the initial service response
2. In the event of the loan equipment not being available as per (1) above, Magellan will upon provision of masters and blank media from the customer, duplicate free of charge any duplication requirements which would normally be processed by the faulty equipment, until either the faulty equipment is repaired or until a loan system becomes available.

Why Magellan?

Magellan hardware are approved UK partners & distributors for Rimage, Microboards, MF Digital, R-Quest, Primera, LSK, IMT & Verity Systems CD-R / DVD-R duplicators, printers and packaging equipment. We have been working with these mainline manufacturers for many years and have gained extensive technical knowledge of their products.

It is with this knowledge and expertise that we believe we can offer an after-sales technical service second to none. If you have purchased equipment from an alternative supplier, and have found that their after-sales service is either non-existent, or that they are unwilling to help, please feel free to call us and we will help you in any way we can.

To find out more visit our website www.magellanhardware.com or call **01256 681100** and speak to one of our dedicated account manager.



Summary

We believe that the maintenance & service contracts from Magellan Group Limited offer a unique package including:

- > dedicated service engineers providing a full range of service options both in-house and on-site
- > free loan equipment for full maintenance & service contracts

We are continually striving to improve our products and services and whilst this proposal illustrates our current menu of customer options, new options as they are developed, will always be available to all existing customers.

Our stance at Magellan is not to criticise or denigrate our competitors, but to develop unique programmes which offer our customers additional benefits, which other suppliers do not or cannot provide.

Magellan Group Limited
Concept House, Bell Road
Basingstoke, Hampshire,
RG24 8FB

phone **01256 681100**
web **www.magellanhardware.com**

