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InfoPrint Solutions Company

InfoPrint Approved Warranty Service Program

Program Guidelines

2009

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This document is solely for the use of participants in the InfoPrint Warranty Service Program

Service Support Guide: InfoPrint Solutions

Table of Contents

This Service Support Guide (SSG) has been created to provide you, the InfoPrint Approved Warranty Service Provider with the warranty service terms and conditions that you must follow to maintain warranty service authorization.

It is also an information source for:

- Processes
- Support structures
- Service and Support Tools

Business Partners will be notified of program changes by email from william.bunn@infoprint.com.

CHAPTER 1

InfoPrint Solutions Company Warranty Service Terms and Conditions

Note: The Terms and Conditions chapter is divided into two parts

- Part 1 - is the base document for the Terms and Conditions for the **InfoPrint Solutions Company** (InfoPrint) Warranty Service Program for InfoPrint Approved Warranty Service Providers and InfoPrint Warranty Service Self-Maintainers (WSSM) in the US, Canada, and Puerto Rico.

- Part 2 - modifies the base document (Part 1) with Terms and Conditions that are unique and applicable only for the InfoPrint Warranty Service Self-Maintainer (WSSM) Program.

Part 1

1.0 InfoPrint Solutions Warranty Service Program

This document contains the Terms and Conditions of the Warranty Service Program which classifies participants as follows:

1.1 Approved Warranty Service Provider

InfoPrint's Business Partners who sell or resell Work Group printers and who have demonstrated adherence to the key Business Partner qualities of:

- Commitment
- Competency
- Contribution
- Customer Satisfaction

may request to become an Approved Warranty Service Provider and provide warranty service for the InfoPrint Work Group Printers.

1.2 Warranty Service Self-Maintainer

InfoPrint customers that have internal support structures may want the ability to perform their own warranty repairs. The InfoPrint Warranty Service Self-Maintainer Program allows InfoPrint customers to perform repairs on eligible InfoPrint Work Group Printers during the warranty period.

2.0 Definitions

Approved Warranty Service Provider (ASP) – an InfoPrint Business Partner with a valid and active contract to resell InfoPrint Work Group Printers and have been approved to provide warranty service.

Approved Service Location – the ASP's place of business that is approved in ServiceBench to perform warranty work. For a location to be service approved, at least one individual at that location must have taken and passed the Warranty Service Certification test for each printer for which the technician will provide service. An ASP can have multiple approved service locations

InfoPrint Business Partner (BP) – a business entity which is approved by InfoPrint to market InfoPrint Products or Services under the InfoPrint Business Partner Agreement.

Business Partner Warranty Support Center (BPWSC) – The InfoPrint resource available to assist the ASP. BPWSC contact is Earl Bunn (william.bunn@infoprint.com or 321-327-7654)

End User – anyone, who is not part of the Enterprise of which you are a part, who uses Services or acquires Products for its own use and not for resale

Field Replaceable Unit (FRU) – parts designated by InfoPrint that can only be installed by an approved service technician

First Time Fix (FTF) – repair action that resolves a machine problem when there has been no warranty claim for the same machine during the past 30 days

Location ID (Locid) – a 5 alphanumeric character designation assigned by InfoPrint when the original Business Partner contract is signed. It is used to uniquely identify the Approved Service Location

Machine – an InfoPrint machine, its features, conversions, upgrades, elements, accessories or any combination of them. Machine does not include software programs whether pre-loaded, installed subsequently or otherwise.

Parts per Machine (PPM) – The number of parts used on a single machine serial number within any 30-day period

Standard Maintenance Part – any repair or replacement part approved for use by InfoPrint service representatives for maintenance purposes

ServiceBench - Internet application that provides both InfoPrint and the ASP with the capability to monitor and manage information concerning personnel within the ASP location to perform warranty work on InfoPrint products.

SERVICEBench Roles:

- **Service Manager** – a key resource with the ASP who has been granted authority in SERVICEBench by InfoPrint to add and grant the appropriate authority level(s) for their personnel at a specific approved service location(s)

- **SERVICEBench Administrator** – Business Partner personnel who have been granted authority by the Service Manager to enter and process warranty claims using the SERVICEBench application

- **Approved Service Technician** – individuals at a specified approved service location who have taken and passed a series of technical certification tests that demonstrate their ability to perform warranty service on InfoPrint products

Valid Claim – claim submitted, processed and paid by InfoPrint for approved warranty service provided by an ASP

Warranty Period – the duration of the warranty which starts on the machine's Date of Installation. The date on the sales receipt is the Date of Installation unless InfoPrint or a BP informs a customer otherwise

Warranty Service Self-Maintainer (WSSM) – End Users who perform warranty service on their selected InfoPrint products they use in their business

3.0 Approved Warranty Service Provider

3.1 Requirements

Each ASP and their approved locations must:

- Maintain an active InfoPrint Business Partner contract
- Maintain InfoPrint Warranty Service approval status and capability
- Have Internet & Email Capabilities
- Meet all training, certification and re-certification requirements as identified by InfoPrint Solutions Company
- Maintain record details (current contact names, addresses, phone numbers and trained service personnel) in the Service and SERVICEBench Internet application
- Validate that the End User is entitled to InfoPrint Warranty Service
- Ensure service is performed by personnel trained to InfoPrint standards, consistent with InfoPrint service terms

- Provide warranty service even for InfoPrint Machines the End User did not acquire from you

- Not assign, delegate or subcontract InfoPrint Warranty Service responsibility unless approved by InfoPrint in writing

- Service Machines only at InfoPrint approved service locations or at the End User location

- Submit only valid warranty reimbursement claims

- Retain records for three years, by location, of each warranty claim submitted

- Maintain adequate tools, test equipment and current technical information to provide warranty service

- Use only InfoPrint parts when performing warranty service unless otherwise agreed to by InfoPrint in writing

- Provide InfoPrint Warranty Service only on InfoPrint products the InfoPrint Business Partner is approved to sell

3.2 Program Fees

There is a nonrefundable startup fee of $500 to become an InfoPrint ASP as well as an annual renewal fee of $350. These fees are charged for each service location that wishes to become/continue as an ASP.

3.3 Education Requirements

SERVICEBench Administrators and Approved Service Technicians must complete and keep up to date with the training requirements. Yearly re-certifications may be required. See Chapter 2 for more information.

4.0 Program Benefits

4.1 Warranty Reimbursements

For InfoPrint's standard warranty that come with the machine, InfoPrint reimburses ASPs as specified in the following table for warranty service:

Printers	Labor	Travel
On-site	$65	$50

Reimbursements rates will differ based on any non-standard warranty.

5.0 Warranty Claims

5.1 Entitlement and Eligibility

It is the responsibility of the ASP to verify warranty entitlement and eligibility before warranty claim submission. Entitlement information, available through SᴇʀᴠɪᴄᴇBench is derived from InfoPrint ship dates, an approximation of transit time and the appropriate warranty period. Each warranty claim is checked for entitlement as it is processed. If InfoPrint database indicates the system is out of warranty or no entitlement record is found, the SᴇʀᴠɪᴄᴇBench Administrator will receive a message that proof of purchase is required. If the customer's invoice or sales receipt indicates a warranty expiration date different than InfoPrint records indicate, the valid proof of purchase documentation is the final authority, and must be submitted to InfoPrint with the claim.

5.2 Proof of purchase

If a valid proof of purchase and/or other documentation is necessary to verify reimbursement eligibility, then:

For products sold to end-users, a sales or cash register receipt showing:

- The InfoPrint Business Partner name and address
- The end-user product purchase/delivery date as this date is the start of the warranty period
- Invoice/transaction number. A unique control number that you use for each sales transaction. (Not required for cash register or credit card receipts)
- Machine serial numbers and product description. If your invoicing system does not automatically print serial numbers, you must hand write the serial number on the original receipt, sign and date it
- Name and address of your customer (not required for cash register or credit card receipts)

For products not yet sold to end users, proof of purchase documents would include:

- A copy of the InfoPrint packing list or the InfoPrint invoice showing your purchase from InfoPrint
- Franchised locations may submit a copy of the documentation showing inventory transfer from the franchised headquarters location to your location.

Note: If an InfoPrint Business Partner sells products to a leasing company, that transaction (proof of purchase) is required for warranty processing. The leasing agreement or the invoice to the end-user is not valid to support warranty claims to InfoPrint.

5.3 SERVICEBench

All ASPs are required to process, submit, and track in-warranty service related activities using SERVICEBench. This ensures faster submission and processing plus the added benefit of fewer rejections, all of which lowers the cost of doing business for the ASP. SERVICEBench services include:

- Electronic Warranty Claims Submission
- Centralized Claim Processing
- Claim Payment Status
- Part and Model database lookups
- Reports

SERVICEBench training can be found at https://admin.acrobat.com/_a732327417/ibmtraining/ This course includes information for the SERVICEBench Administrator who is responsible for setting up SERVICEBench, the ServiceBench Administrator who is responsible to submit electronic warranty claims and order parts.

SERVICEBench application can be found at http://servicebench.com/branding/ibmx and requires your SERVICEBench Company ID, userid and password. If you are unsure of this information, please contact technical support for assistance at 321-327-7654, or send an email to william.bunn@infoprint.com.

5.4 Claims Submission

Warranty claims must be submitted within 15 days of the service date to qualify for labor reimbursement.

5.5 Multiple Claims

Multiple repairs on the same machine serial number within 30 days are considered a single incident, and only one labor reimbursement will be paid.

6.0 Parts Information

Warranty replacement parts are ordered via the SERVICEBench system and are provided free of charge to ASPs. InfoPrint pays for shipping (inbound/outbound) for warranted replacement parts and for parts that are required to be returned to

InfoPrint. Same day shipment of available parts is provided for claims submitted by 4:00 p.m. local time.

The ASP agrees that InfoPrint parts are ordered for use only in support of InfoPrint products. This includes standard maintenance parts, tools, test equipment and supplies purchased by the ASP from InfoPrint for maintenance of InfoPrint machines.

6.1 Defective Parts

InfoPrint provides preprinted shipping labels at no charge for the return of the defective warranty parts. The majority of warranty parts shipped from InfoPrint will have a preprinted return-shipping label inside the box. For shipments not accompanied by a preprinted return label, it is important to maintain a supply of labels. To receive a supply of labels, contact the Warranty Claims Center at 800-388-7080, Option 3. To ensure tracking and the receipt of the defective part, the ASP must use the supplied labels and keep the tracking number for your records.

If an ASP receives a defective warranty part from InfoPrint, both the original claim and replacement claim will be paid as long as the second claim is submitted as Service Type 03 within 10 days of the "entered date" on the original Service Type 01 claim.

Defective warranty parts must be returned within 30 days of the shipment from InfoPrint. For each defective part not returned within the 30-day period, the ASP will be charged a $30 transportation and handling fee in addition to the current Business Partner price for the defective part. Once the 30-day period has expired, InfoPrint will send the ASP a non-cancelable late parts bill. In SERVICEBench, the number of days remaining for each claim can be seen under the Review Claims by Messages function.

6.2 Return Parts Process

Parts showing a "Return" status in Service Bench must be returned to the InfoPrint Maintenance Parts and Warranty Claims Center with the following information:

- Copy of the Parts Return Tag printed from Service Bench with the warranty claim number clearly printed on the shipping label.
- If the machine needing repair was not entitled using the InfoPrint database and the part was not yet billed, then a copy of the proof of purchase must be included in the package or faxed to the Maintenance Parts and Warranty Claim Center.
- Each package being shipped must include the InfoPrint account number and bar-coded label.
- Return only one part per box.

- Free shipment of returnable warranty parts is provided by InfoPrint; use the provided prepaid, addressed labels. Address to return parts documents is:

Documents Only	Documents and Parts
Parts and Warranty Claim Center Dept E51 P.O. Box 1900 Boulder, CO 80301-9021	IBM Endicott UPR Returns Center Dept UPR, Building 045 Hayes Avenue and Clark Street
Phone: 800-388-7080, Option 3	Fax: 800-426-1966

6.3 Emergency Parts

Warranty part orders for critical customer situations requiring "Same Day" availability may be placed for local pickup or courier delivery. Currently, InfoPrint maintains parts stocking at over 100 Parts Network Locations across the United States and Puerto Rico that can provide a 2-hour parts availability on most critical parts. Emergency warranty part orders must by placed by calling the Maintenance Parts and Warranty Claims Center (800-388-7080, Option1). *Do not place the order via SERVICEBench.* Charges for use of same day warranty parts support vary by the service required. All charges with the exception of the $12 charge for local pickup will be invoiced separately. Current services and fees are as follows.

6.3.1 Local pick-up:

Local pick-up can be used by the ASP when parts pickup is preferred. Cost for this service is $12 per line item.

6.3.2 Courier delivery:

When the pickup option is not feasible, delivery can be made to any location provided by the ASP within a 50-mile radius of the Network Location. Cost for this service is $60 per line item.

6.3.3 After hours call out:

After hours support is available from those locations that are not open 24 hours, seven days a week. The charge for an after hours call out is $190 per incident.

6.3.4 Next flight out:

The next flight out process is available when the ASP determines next day service for referred orders will not satisfy service requirements. Cost for next flight out service is $80 per incident.

7.0 Warranty Policies

7.1 Statement of Limited Warranty

InfoPrint's obligations regarding its machines' warranties are as provided in the InfoPrint Statement of Limited Warranty (SOLW) or the InfoPrint agreement under which the printer was acquired. Customers are entitled to the warranty service as specified in these documents. Active service providers are approved by InfoPrint to perform the warranty services defined by the Statement of Limited Warranty (SOLW). Service providers should be familiar with the information contained in the SOLW in order to ensure that they are properly fulfilling their obligations under the terms and conditions of the SOLW. To view and/or download the SOLW go to URL
http://www.infoprintsolutionscompany.com/internet/wwsites.nsf/vwWebPublished/mainT1_us

7.2 Warranty Period
Warranty periods vary depending on the product type. To view currently warranty periods, go to
URL
http://www.infoprintsolutionscompany.com/internet/wwsites.nsf/vwWebPublished/mainT1_us

8.0 Travel and Labor reimbursements

8.1 Travel Reimbursement

Products with warranty terms that include on-site service are eligible for Approved Service Technician travel reimbursement if travel is required.

Any additional travel to the same location on the same day must be explained and documented in the comments section of SERVICEBench and may not be eligible for additional travel payment.

8.2 Labor Only Reimbursement

InfoPrint will reimburse ASPs for labor only repairs, provided they are related to a hardware warranty defect.

Examples of valid labor only claims include but are not limited to:

- Resetting loose circuit boards or cables
- Mechanical or electrical adjustments

Examples of items **NOT** eligible for labor reimbursement include but are not limited to:

- Adjustment of customer level controls, such as front panel monitor controls
- Software problems & updates including the operating system, application programs, firmware and BIOS
- Configuration and setup
- Telephone assistance and customer training

9.0 SERVICEBench Support Access

Each InfoPrint ASP will be given access to ServiceBench via a Company ID, Userid and Password. ServiceBench contains the service information and the Business Partner company information including technicians and their training records. The first one to sign in is designated as the ServiceBench Administrator whose responsibility it will be to maintain records of the company details including but not limited to current and valid:

- Contact names
- Addresses
- Phone numbers
- Technician information

10.0 Warranty Policies

10.1 Statement of Limited Warranty

InfoPrint Solutions Company obligations regarding its printer warranties are as provided in the InfoPrint Statement of Limited Warranty (SOLW) or the InfoPrint agreement under which the printer was acquired. Customers are entitled to the warranty service as specified in these documents.

Active ASPs are approved by InfoPrint to perform the warranty services defined by the Statement of Limited Warranty (SOLW). ASPs should be familiar with the information contained in the SOLW in order to ensure that they are properly fulfilling their obligations under the terms and conditions of the SOLW.

To view and/or download the SOLW, go to the following website and follow the appropriate links:

http://www.infoprintsolutionscompany.com/internet/wwsites.nsf/vwwebpublished/support_us

10.2 Warranty Period

Warranty periods vary depending on the product type. To view current warranty periods go to the following website: http://www-03.ibm.com/servers/eserver/support/machine_warranties/sbp_printingsystems.html

Part 2

- This Part identifies and modifies sections of the base document (Part 1) with Terms and Conditions that are unique and applicable only for the InfoPrint Warranty Service Self-Maintainer (WSSM) Program.

Section numbers specified in Part 2 identify the sections in Part 1 that are being modified.

3.0 Warranty Service Self Maintainer

This section replaces in its entirety *Section 3.0 Approved Warranty Service Provider* in the base document.

3.1 Requirements

Each WSSM must:

- Sign a InfoPrint Warranty Service Self-Maintainer Agreement
- Maintain InfoPrint Warranty Service approval status and capability
- Have Internet & email Capabilities
- Meet all training, certification and re-certification requirements as identified by InfoPrint
- Validate that the machine is entitled to InfoPrint Warranty Service
- Ensure service is performed by an employee of the servicing company and is trained to InfoPrint standards, consistent with InfoPrint's service terms
- Not assign, delegate or subcontract InfoPrint Warranty Service responsibility unless approved by InfoPrint in writing

- Submit only valid warranty reimbursement claims
- Retain records for three years, by location, of each warranty claim you submit
- Maintain adequate tools, test equipment and current technical information to provide warranty service
- Use only InfoPrint parts when performing warranty service unless otherwise agreed to by InfoPrint in writing
- Provide InfoPrint Warranty Service only on InfoPrint Work Group Printers and products, the InfoPrint Business Partner is approved to sell

3.2 Program Fees

There is a nonrefundable startup fee of $1,000 to become an InfoPrint WSSM as well as a renewal fee of $500 every two years.

3.3 Education Requirements

ServiceBench Administrators and Approved Service Technicians must complete and keep up to date with the training requirements specified in the InfoPrint ASP Training Roadmap in order to be entitled to the reimbursement for the service provided.

4.0 Program Benefits

This section replaces in its entirety *Section 4.0 Program Benefits* in the base document.

4.1 Warranty Reimbursements

For InfoPrint's standard warranty that come with the machine, InfoPrint reimburses WSSMs as specified in the following tables for warranty service:

Printers	Labor	Travel
On-site	$65	$25

Reimbursements rates will differ based on any non-standard warranty.

CHAPTER 2

Education and Training Requirements

After becoming an ASP or WSSM you will receive a Startup Kit which explains the process for certifying your location for service and ensuring that your Approved Service Technicians are properly trained to perform warranty service on InfoPrint printer products. The Printer Education CDs can be obtained by contacting Earl Bunn at william.bunn@infoprint.com or call 321-327-7654.

Approved Location

Each location must have at least one person (usually the ServiceBench Administrator who will work with the ASP Program) who has taken the course and passed the associated certification test (It is also recommended that the Service Manager complete this course as well):

Approved Technician

* Printer Training will need to be completed on each work group printer going to be serviced. The education CD's can obtained by Approved Warranty Servicers for printers only by contacting william.bunn@infoprint.com or call 321-327-7654.

CHAPTER 3

InfoPrint Business Partner Warranty Support
321-327-7654

InfoPrint Business Partner Warranty Support can assist you with your questions regarding service programs, policies and practices. This number is available Monday through Friday 7:00 a.m. to 4:00 p.m. Eastern Time. Alternatively, you can contact them by email at william.bunn@infoprint.com. The InfoPrint BP Warranty Support can provide you assistance with warranty questions including:

* Warranty Operations Management
* Information on InfoPrint policy & business practices (ASP or WSSM agreement & service policies)
* Warranty Start Up and training requirements
* Warranty and/or post warranty issues (claim rejections, parts returns)
* Non-technical issues concerning service
* ServiceBench application usage

Parts availability
800-388-7080, Option 3

Maintenance Parts and Warranty Claims Center can assist you with your questions/problems regarding parts availability or upgrading your warranty claim order to a "Code A" priority status. Note that Code A priority must be done under a Service Type 01 only. (For more information on Service Types, see Chapter 4.) Be sure to have your warranty claim number when calling the Maintenance Parts and Warranty Claim Center.

There are occasions when replacement parts are not available for next day delivery due to supply constraints. If a customer situation arises at your location that requires priority filling of the order when part stock becomes available, you may request your order be upgraded. Each request is reviewed individually.

InfoPrint Solutions Warranty Product Information
http://www.infoprintsolutionscompany.com/internet/wwsites.nsf/vwwebpublished/support_us

This site provides information on InfoPrint's product warranties**.**

CHAPTER 4

Warranty Claims Information
SERVICE**Bench**

S**ERVICE**Bench makes the InfoPrint Electronic Warranty Claim Submission (EWCS) application possible.

S**ERVICE**Bench application provides a number of valuable features to simplify the processing of warranty related activities between InfoPrint and the InfoPrint business partner. Some of the InfoPrint ServiceBench claims Electronic Services include:

- Electronic Warranty Claims Submission
- Centralized Claim Processing
- Claim Payment Status
- Part and Model database lookups
- Reports

ServiceBench enables InfoPrint Business Partners to process, submit, and track in-warranty service related activities with a high degree of accuracy. This ensures faster submission, faster processing, and fewer rejections, all of which lowers the cost of doing business for our business partner. ServiceBench is available to ASPs and WSSMs at no charge.

Warranty Service Type

Correct usage of codes for service types when placing claims is critical to InfoPrint quality tracking processes, reimbursements for services, and the compilation of performance metrics. Following are Service Types and a description of when each should be used, the allowed reimbursement if any, and any special requirements.

Type	Description
Standard Warranty	Used to report defects during the product warranty on customer-owned products. This type service covers most warranty situations.
DOA Service Part (Defective parts received from IBM)	Replacement of a warranty part that was received defective on arrival (DOA) from InfoPrint. The claim must be submitted within 10 days of the original warranty claim using the original machine type, serial number and part number from the original claim.
New Options Warranty	Warranty on options sold after original delivery of product unit to purchaser. Proof of purchase is required to validate entitlement.
Engineering Change Announcements (ECAs)	Used only for special warranty programs pertaining to Engineering Change Announcements (ECAs).
Labor Only Claims	Used when no part is required to perform the required service

CHAPTER 5

Parts Information

Parts Return Packaging

Use original or equivalent protective packaging, including a static shield bag if applicable, in shipping all returned parts. Reuse of the original packaging is recommended. Parts received by InfoPrint without the protective packaging may be returned if damage is evident.

Defective Parts Return

Defective warranty parts must be returned within 30 days of the shipment from InfoPrint, or the ASP will be charged a fee for transportation and handling in

addition to the current Business Partner price for the late parts. To see how many days you have to return the parts, check the Messages tab in SERVICEBench.

Shipping Adjustments

In the event an InfoPrint ASP or customer receives a replacement part that differs from the part ordered (with the exception of substitute parts), the Maintenance Parts and Warranty Claim Center will perform a "handship" to correct the error and re-order the correct replacement part. Call the Warranty Claim Center for assistance at (800) 388-7080, Option 3.

Parts Stocking Recommendation

Local availability of commonly used parts can increase productivity and customer satisfaction. Although not required by InfoPrint, some level of stocking is recommended. Actual quantity of service parts to be stocked will vary with your customer set, customer application, environment, geographic area, and coverage. InfoPrint provides the following tools to help you manage your unique stocking requirements:

- **SERVICEBench**
  The best indicator for parts stocking requirements is past usage. ServiceBench warranty software tracks and reports your locations parts usage.

Parts Ordering

Warranty replacement parts in critical situations contact the National parts center at (800) 388-7080

CHAPTER 6

Warranty and Entitlement Information

Electronic Entitlement

There is an Entitlement Lookup function under the related links in SERVICEBench. The Entitlement database has warranty end dates derived from InfoPrint ship dates, an approximation of Business Partner shelf life, and the appropriate warranty time period. If the customer has a proof of purchase that indicates a warranty expiration date different than InfoPrint records indicate, the proof of

purchase documentation is always the final authority, and will need to be submitted to InfoPrint.

Warranty Labor Reimbursement

Warranty labor reimbursement rates vary by product. These rates are available on Service Bench by selecting the "Machine Info" option.

Warranty Travel Reimbursement

Products with warranty terms that include on-site service are eligible for technician travel reimbursement if travel is required. When submitting warranty claims, Service Bench should be coded as "O" for on-site service at a customer location. When submitting multiple claims for on-site service at the same customer location, where the technician only traveled once, only one claim should be coded with an "O" for on-site service. The remainder of the claims should be coded with a "C" for carry in service. Any addition travel to the same location on the same day must be explained and documented in the comments section of SERVICEBench and may not be eligible for additional travel payment.