



YOUR ALL INCLUSIVE CONTRACT EXPLAINED

Our Office Fox All Inclusive Maintenance Plan represents great value and covers you against a whole host of eventualities. However there are some exclusions. This guide will help you understand what is and what isn't covered by your Office Fox contract.

Included

- **Print Head Replacement** ALL machines across ALL manufacturers included FOC.
- **Battery (Machine)** ALL machines across ALL manufacturers included FOC.
- **Web Support** A range of helpful videos and web chat is available to get you up and running.
- **Telephone Support** Help from our technical advisors to get any issues resolved as quickly as possible.
- **Service Cover** Next day call out response, labour and parts, from our field engineer team (exc. Consumable parts, and RDM60 repair by replacement).

Included

- **Connectivity / Non PB related fault** Manual fed machines and Semi Auto models only.
- **Operator Error** Faults reported due to errors in operation.
- **Damage** Damage to any component that is not a failure.

Optional Services Available at Additional Cost

- **Extra Training** Basic or advanced training for up to four Key Operators.
- **Run Assist** Onsite engineer support for volume of complex mail runs.
- **Out of Hours** Engineer cover for outside of normal business hours.
- **Machine Moves** Machine movement to another location, on or off site.