



X MARKS THE SPOT WHERE IT ALL COMES TOGETHER.

XENITH SIERRA *TOTALCARE* SUPPORT AGREEMENT

Features and Benefits

- 1- or 3-Year(s) Comprehensive Support
- Unlimited Phone and Email Support
- Discounts on Services
- Complimentary Software Updates & Upgrades
- Software Key Coverage
- Interface Card & Cable Protection
- Priority Support Response
- Annual Tune-up
- Complimentary admission to training classes and discounts on additional onsite training
- Telephone and hardware support on the computer platform and computer operating system

Xitron's *TotalCare* support program helps you protect your workflow investment long after the normal warranty period. *TotalCare* Support provides all the benefits of the Xenith Support Agreement for either 1-year or optionally for a full 3 years from initial purchase.

Xitron goes the distance in responding to your telephone and email questions. Using advanced Web technology, our specialists can quickly diagnose your problem as if they are sitting right next to you. This means less down time and less overall cost to you.

Computer Platform & Operating System Support

Xitron *TotalCare* customers receive a full 3-years of computer platform and operating system software support direct from the computer platform manufacturer or their designee. Next business day parts replacement is also included.

Unlimited Phone & Email Support

Xitron *TotalCare* customers enjoy unlimited support via telephone and email. Xitron's technical staff is available from 8am until 6pm EST every business day.

Discounts on Upgrades & Services

Xitron offers discounts on all major software upgrades to users covered by support agreements. *TotalCare* customers also receive a 10% or greater discount on both remote and onsite installation and training.

Complimentary Software Revisions

Xitron *TotalCare* customers are entitled to "dot" software updates when available. (Shipping & installation charges may apply.)

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Software Key Coverage

Xitron *TotalCare* includes replacement coverage on RIP and workflow software key(s). Customers pay only the cost to return the defective dongle to Xitron.

Interface Card & Cable Coverage

Xitron interface cards and cables are designed to provide years of uninterrupted service. However, should an interface card or cable fail, Xitron *TotalCare* customers receive free replacement, paying only for ground shipment to return the defective parts.

Priority Support Response

Xitron *TotalCare* customers receive top priority in response to their telephone and email inquiries.

Private Support Number

Xitron *TotalCare* customers receive a private support number giving their calls even greater priority over other support agreement users.

Annual Tune-Up

Xitron *TotalCare* customers are provided with an annual tune-up of their workflow system. Upon request Xitron Support Services will schedule a WebEx review of the workflow system and provide guidance to ensure that the customer is getting the most from their system.

Update and Advanced Training Courses

Normally offered exclusively to Xitron Dealers, advanced training seminars are now available to Xitron *TotalCare* customers. These courses are offered at Xitron's Headquarters in Ann Arbor, Michigan throughout the year. Normally 1-3 days, these courses are an excellent method for staying up-to-date on the latest capabilities of your RIP or workflow investment.



XITRON TRAINING CENTER

“The entire staff at Xitron is knowledgeable and friendly. That is a huge plus in my book.” - Kim

“... I really appreciate all the assistance we receive from you and I regard all of Xitron Tech Support very highly.” - David

“Thank you very much; you always respond promptly. . .” - Paul

TotalCare support is available to customers in the USA and Canada only.

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YOUR BUSINESS. OUR DRIVE.