



	SERVICE TYPE	DESCRIPTION	PRIME	CHOICE	SELECT
SUPPORT	unlimited phone support	call center services 8 AM - 5 PM (business days)	X	X	X
	emergency on-site support	emergency on-site visits 8 AM - 5 PM (business days)	X within 2 days	X within 3 days	
	preventative maintenance visit	preventative maintenance performed by a PIVOT service representative at OEM maintenance intervals (maintenance procedures may be completed in conjunction with unscheduled or emergency service visits)	X 1 / YR	X 1 / YR	X 1 / YR
	priority service scheduling	customer will receive priority scheduling of a PIVOT field service representative after an issue is reported and the need for an on-site service visit is determined	X	X	
PARTS	preventative maintenance kits	12 month kit included	X	X	X
	parts	replacement of all defective or worn machine parts	X	X	
	print heads	replacement print heads	X		

Multiple machine discounts available.

ADD-ON OPTIONS: 1) for services not covered in a PIVOT service contract, a per hour labor rate will apply (systems covered by a service contract will receive a 10% discount on list price labor services - e.g. deinstall / reinstall)