

Smart-binder/Smart Label-binder CSP-105-2YR Two year customer support and Maintenance Package

Version 120426

Does not apply to the USA and Canada where support services are provided by Best Graphics.

★ Year 1 Support

12-month period commencing from completion of new Smart-binder/SLB installation and acceptance tests

Includes:

- **Replacement parts**
Any replacement Smart-binder/SLB parts required (excluding consumables and any parts damaged by machine misuse) will be covered under the first year parts-replacement warranty: (no charge).
- **Telephone (or email) remote technical support**
Will be provided at no charge during the first year.
- **Scheduled health-check site visit by an IBIS technician**
One visit 6 months after the start of the Year 1 support period to address any concerns and carry out a full Smart binder health check with a report following the visit. Charge includes the IBIS technician's travel and subsidence.
- **Two Pre Paid On-site Visits**
To be used to cover two unscheduled (1-day) site visits during Year 1 by an IBIS technician for additional training, repairs, or general technical support. Charge includes the IBIS technician's travel and subsidence.

★ Year 2 Support

Months 13- 24

Includes:

- **Preventative Maintenance (Parts and Labour)**
To be completed at the start of Year 2. This covers essential Smart-binder/SLB wear related components which should be changed after one year of operation such as belts, rollers, bearings, the glue nozzle seals, etc.

- **Scheduled health-check site visit by an IBIS technician**
One visit 6 months after the start of the Year 2 support period to address any concerns and carry out a full Smart-binder/SLB health check with a report following the visit. Charge includes IBIS technician's travel and subsistence.
- **Parts replacement warranty extension**
Provides all replacement parts found needed during Year 2 (excluding consumables and any parts damaged by machine misuse).
- **Telephone (or email) remote technical support**
(a charged service for year 2)
- **Two On-site Visits**
To be used to cover two unscheduled (1-day) site visits during Year 2 by an IBIS technician for additional training, repairs, or general technical support. Charge includes the IBIS technician's travel and subsidence.

[Contact IBIS](#) for charges

Notes:

If the pre-paid site visits are not found to be required during year 1 then they may be carried forwards into year 2. If the visits are not required in year 2 then they may be carried forward to future years.

The above proposed support package may be altered /customised to suit individual customer requirements.