



thermal label & tag printers



thermal ribbons & consumables



custom printed & blank labels



full colour digital label printers



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Are your printers hard at work? get the best out of them with our help

At QLM Label Makers we are all about Print Systems that work. Well maintained equipment is essential for keeping productivity up and waste down. A Service Agreement that covers your thermal printers gives you the peace of mind of knowing our Service Technicians will keep your equipment operating in peak condition with thorough maintenance and cleaning, and are there to help when you need it.



unlimited phone support

Our technicians are backed up with full phone support to provide you with assistance over the phone – when you need it. A quick call can often solve most issues plus we can talk you through a range of possible solutions.



maintenance

Not only do we fix breakdowns on-site, our preventative maintenance visits with thorough cleaning provide you with alerts for any potential issues so you are prepared. **Plus you get an extra 10% off parts & new printers!**



highly skilled technicians

Our highly skilled and industry aware technicians understand what is required to run a printer in a work environment. They will assist you with source hardware and software questions to ensure your print system is hard at work – always.



CONTACT US TODAY
to ensure your printers are covered
CALL NOW 1300 792 782
email: qlm@qlm.com.au



thermal printer & software maintenance agreement

QLM Label Makers agree to provide services required to maintain the equipment referred to in this agreement in proper serviceable and operating order in accordance with the terms and conditions noted below. This agreement also includes label software support for software provided or sold by us.

● printer maintenance

Our maintenance agreement includes up to 4 on-site visits per year. We will schedule visits to conduct preventative maintenance, calibration, cleaning and training on-site during the allocated time per visit. Service provided during maintenance visits includes labour up to 1 hour and travel time within a 40km radius of the CBD of Capital Cities. Areas outside this are subject to additional travel time charges.

● ribbons, parts and labels

QLM Label Makers aim to be your preferred supplier for printers, ribbons, labels and service and will handle any warranty-related repairs for you. All QLM Maintenance Agreement holders receive a 10% discount off standard pricing for printers, parts and Printer Heads.

● service response times

QLM Label Makers will respond within 4 hours via phone support & within 48 hours for an on site visit where required. A call-out fee may be incurred for urgent or out of hours services required within these time frames. If we discover any problems during visits we will make repairs or replacements for the cost of parts alone. Where possible we will conduct any needed repairs on site. If equipment covered under this agreement is unable to be serviced or repaired on-site, a request will be made to take the equipment back to QLM premises. Where a repair involves the ordering of parts or removal of a printer for off-site service, a loan printer may be provided at no additional charge, subject to availability. Compatibility for special applications cannot be guaranteed for loan equipment.

● replacement parts and consumables

Any replacement parts or consumables required (such as ribbons, labels, cartridges etc) incur additional charges and will be advised for authorisation prior to any work being undertaken. Printer Heads & Platen Rollers are consumable items and are chargeable for parts. Special Parts are not routinely stocked and will be special-ordered with the shortest possible turnaround.

● printers & software covered

This agreement covers all major brands of thermal printers at the specified location(s) noted. We do require a pre-contract inspection of your printers for initial acceptance. Additional factory bought printers acquired during the agreement period can be covered subject to additional charges. Support for Label Software sold by us to you is included in the maintenance agreement. Charges apply for additional on site hours.

● exceptions

QLM Label Makers shall not be obligated to provide services under this agreement where the equipment has been repaired or modified by anyone other than QLM Label Makers or an authorised representative of QLM Label Makers, or where the equipment requires repair due to misuse, abuse or operation of equipment in improper environments. Where manufacturers discontinue support or parts for specific printer models we will continue to service these printers on the basis of keeping equipment in best working condition subject to parts being available.

● contract terms & extensions

This contract is valid for one calendar year for the dates indicated, subject to a pre-contract inspection or signing of agreement. Contracts may be extended for a further calendar year without further inspections at any time prior to the end of the contracted period.

customer

co. name & address: _____

ABN: _____
site location: _____
onsite contact: _____
equipment covered: _____
serial #: _____
equipment covered: _____
serial #: _____
authorised contact: _____
title: _____
signature: _____ date: ____/____/____

supplier

co. name & address: QLM Label Makers
Unit 1/13 Murdoch Circuit
Acacia Ridge QLD 4110
ABN: 46 009 710 614
supplier contact: _____
signature: _____ date: ____/____/____

contract details

contract #: _____
inspection: ____/____/____ contract start: ____/____/____
contract end: ____/____/____ extension: ____/____/____
maintenance agreement amount: \$ _____ (+GST)