



CONSULT • DESIGN • PROCURE • CONFIGURE • IMPLEMENT • TRAIN • SUPPORT • DISPOSE

Printer Maintenance

With over 24 year's experience, European Electronique is the market leader in printer support services. Since the company's inception in 1987, printer support has been the focus of the company and today we are able to offer a full range of break fix maintenance services including contracted, voucher and ad-hoc work on most printer technologies including:

- Laser – Mono & Colour
- MFP
- Thermal
- Line
- Solid Ink
- Dot Matrix
- Inkjet
- Plotters
- Barcode

Our professional UK wide field based engineers are trained and accredited to the highest level having attended training courses with the manufacturers of the printers we maintain. We offer various Service Level Agreements (SLA's) for printers from a standard 8 hour response to 24x7, 4 hour fix. Currently we provide maintenance services for the following manufactures:

- Brother
- Canon
- Citoh
- Datamax
- Dell
- Epson
- Fujitsu
- Genicom
- HP
- IBM
- Intermec
- Konica-Minolta-QMS
- Kyocera
- Kodak
- Lexmark
- Mannesmann Tally
- Newbury Data
- Oki
- Printronix
- Ricoh
- Samsung
- Sato
- STAR
- TEC
- Xerox
- Zebra



As an Authorised Service Provider (ASP) for HP, we can repair your faulty HP product under the terms of the warranty and also offer discounted rates to uplift the warranty from a response to a fix contract. This is achieved by providing loan printers if the fix cannot be completed within the guaranteed fix time. All warranty calls can be logged on our sophisticated call management system via our ITIL Service Desk. You can contact us by using E-mail, telephone or via our online web portal.

Maintenance support contracts start from as little as £35 per printer and Ad-Hoc T&M calls start from £72.50*

Call for more information 01865 883300

www.euroele.com

TOSHIBA
Leading Innovation >>>

2011
Preferred Partner




Authorised
Reseller



Services Overview

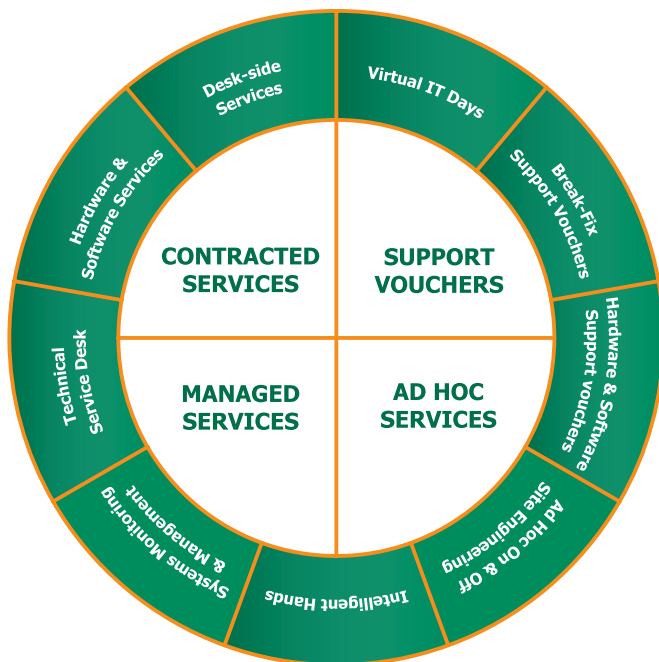
European Electronique is a successful privately owned company with a turnover of £49M and 137 permanent members of staff.

A nationwide network of highly skilled and accredited engineers allows us to provide a range of comprehensive services and solutions to meet the most demanding organisational challenges.

All of our services are focused on providing minimal disruption to your organisation and helping you maximise the value of your technology.

We can tailor our approach to suit specific customer needs utilising our "In House" expertise and additionally we have a number of strategic partnerships to provide further specialised services if required.

The company has spent over twenty years forging relationships with both globally recognised and 'best of breed' manufacturers, and have the skills to integrate complex solutions through consultancy, design, implementation, project management and support services.



"European Electronique have been a long standing and trusted partner for many years and they continue to excel in the delivery of the service contracts we subcontract to them. We would have no hesitation in recommending them to other channel partners."

"We have been a customer of European Electronique for a number of years and cannot fault the service we have received. The customer service is outstanding, nothing is too much trouble and the engineers are always approachable and professional."

"We have been using European Electronique for many years in order to service and support our Third Party requirements for our Customers on a range of IT hardware contracts, projects and installations. We look forward to working with them further in the future on the new service offerings they introduce."

Our success is underpinned by the award of approved supplier status for many government and regional procurement frameworks such as:

- Government Procurement Service
- Approved supplier for the Department for Education's ICT Services Framework Agreement" (formerly Becta)
- NEPA (National Education Printer Agreement)
- North East Universities Purchasing Consortia (NEUPC)
- Crescent Purchasing Consortia (CPC)
- Pro 5 (ESPO, CBC, YPO, NEPO, WMS)
- Oxfordshire County Council
- ITRAP (IT Related Accessories and Parts)
- OGC (previously –Becta) Software for Educational Institutions Prime Contractor
- BBC approved supplier