



Independently Minded

Service Contracts for Independent
Photo Imaging customers.



Put Your Trust in Veritek

expertise

Veritek have been working alongside global manufacturers to provide effective service and support to the Photo Imaging industry for more than 30 years.

Veritek deliver's high quality engineering solutions, combining engineering excellence with a customer focused approach.

This is achieved through a formula of:

- highly skilled field engineers across a broad geographical footprint, available 24/7
- the utilisation of the very latest technology
- expert level helpdesk technicians
- continuous investment in staff development.



Service Offerings

Veritek offers a range of service agreements specific to individual customers, ranging from basic telephone support or 'pay as you go' repairs through to fully inclusive service agreements.

The company believes in a 'cradle to grave' approach to equipment support. The more elements of service provision Veritek is responsible for, the easier it is to control the delivery, surpass SLAs and reduce cost.

In addition to office and workshop, Veritek has extensive machine refurbishment and warehousing facilities, affording rapid response on spare parts and back to base repairs.

efficiency



reliability

Sample Veritek Services



- Onsite support (Field Engineer response) and full preventative maintenance programmes
- Technical support (1st & 2nd line helpdesk support, remote diagnostics and monitoring)
- Installation (from site surveys through to post-install observation)
- Parts/spares fulfilment and reverse logistics
- Annual service agreements to suit all budgets

Technical Ability

Veritek supports more than 1,000 different products including minilabs, large format printers, kiosks, PCs, servers and complex ICT networks...more than 80% of the UK's photo printing equipment.

More than 50 engineers plus helpline technicians are dedicated purely to supporting Veritek's photo imaging customer base.

Be it an independent customer requiring telephone support for a single piece of equipment or preventative maintenance schedules for large estates of minilabs...

Veritek has the experience, capability and scale of numbers to deliver.

*service
excellence*



Service Agreement Prices - Wet Printers & Dry Labs

	Photo-Me/DKS Printers					Noritsu QSS					Fuji Frontiers				
Contract Type	1 Star	2 Star	3 Star	4 Star	5 Star	1 Star	2 Star	3 Star	4 Star	5 Star	1 Star	2 Star	3 Star	4 Star	5 Star
New Price*	£260	£460	£1,150	£2,250	On request**	£260	£460	£1,150	£2,250	On request**	£225	£400	£1,000	£1,950	On request**
Unlimited Tech. support	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Labour discount	10%	20%	35%	40%	100%	10%	20%	35%	40%	100%	10%	20%	35%	40%	100%
Parts discount	5%	10%	15%	20%	100%	10%	20%	35%	40%	100%	10%	20%	35%	40%	100%
Consumable discount	5%	10%	15%	20%	100%	10%	20%	35%	40%	100%	10%	20%	35%	40%	100%
PMV	0	0	1	1	1	0	0	1	2	2	0	0	1	2	2
Engineer availability	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Sat	Mon-Sat+BH	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Sat	Mon-Sat+BH	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Sat	Mon-Sat+BH
A Call Engineer response within	2 working days	2 working days	Next working day	Next working day	Same or next working day	2 working days	2 working days	Next working day	Next working day	Same or next working day	2 working days	2 working days	Next working day	Next working day	Same or next working day
B Call Engineer response within	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days
Bank holiday cover					√					√					√

	Photo-Me DKS 910					Noritsu Dry Labs 701 & 1005					Fuji 4/6 Series Dry Labs				
Contract Type	1 Star	2 Star	3 Star	4 Star	5 Star	1 Star	2 Star	3 Star	4 Star	5 Star	1 Star	2 Star	3 Star	4 Star	5 Star
New Price*	£260	£460	£865	£1,150	On request**	£260	£460	£865	£1,150	On request**	£225	£400	£750	£1,000	On request**
Unlimited Tech. support	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√
Labour discount	10%	20%	30%	40%	100%	10%	20%	30%	40%	100%	10%	20%	30%	40%	100%
Parts discount	5%	10%	15%	20%	100%	10%	20%	30%	40%	100%	10%	20%	30%	40%	100%
Consumable discount	5%	10%	15%	20%	100%	10%	20%	30%	40%	100%	10%	20%	30%	40%	100%
PMV	0	0	1	1	1	0	0	1	1	1	0	0	1	1	1
Engineer availability	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Sat	Mon-Sat+BH	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Sat	Mon-Sat+BH	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Sat	Mon-Sat+BH
A Call Engineer response within	2 working days	2 working days	Next working day	Next working day	Same or next working day	2 working days	2 working days	Next working day	Next working day	Same or next working day	2 working days	2 working days	Next working day	Next working day	Same or next working day
B Call Engineer response within	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days
Bank holiday cover					√					√					√

* All content and prices correct at time of going to print April 2014

** 5 Star contracts are available and a price will be agreed on request. Price is subject to age of equipment, previous activity levels and an annual inspection. Call out including first hour - £225, hourly rate thereafter - £65

Service Agreement Prices - Kiosks & Ancillaries

	Fuji Standalone/Counter Top Kiosk			Photo-Me Standalone/Counter Top Kiosk			Film Processors		
Contract Type	1 Star	3 Star	5 Star	1 Star	3 Star	5 Star	1 Star	3 Star	5 Star
New Price*	£75	£150	£450	£75	£195	£450	£150	£500	£1200
Unlimited Tech support	√	√	√	√	√	√	√	√	√
Labour discount	30%	30%	100%	30%	30%	100%	10%	30%	100%
Parts discount	10%	30%	100%	5%	15%	100%	10%	30%	100%
Consumable discount	10%	30%	100%	5%	15%	100%	10%	30%	100%
PMV	0	0	0	0	0	0	0	1	1
Engineer availability	Mon-Fri	Mon-Fri	Mon-Sat+BH	Mon-Fri	Mon-Fri	Mon-Sat+BH	Mon-Fri	Mon-Fri	Mon-Sat+BH
A Call Engineer response within	2 working days	Next working day	Next working day	2 working days	Next working day	Next working day	2 working days	Next working day	Same or next working day
B Call Engineer response within	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days
Bank holiday cover			√			√			√

	Fuji Instant Print Kiosk			Photo-Me Instant Print Kiosk			Servers		
Contract Type	1 Star	3 Star	5 Star	1 Star	3 Star	5 Star	1 Star	3 Star	5 Star
New Price*	£100/£100†	£200/£200†	£650/£750†	£100/£100†	£250/£250†	£650/£750†	£50	£150	£250
Unlimited Tech support	√	√	√	√	√	√	√	√	√
Labour discount	30%	30%	100%	30%	30%	100%	10%	30%	100%
Parts discount	10%	30%	100%	5%	15%	100%	10%	30%	100%
Consumable discount	10%	30%	100%	5%	15%	100%	10%	30%	100%
PMV	0	0	0	0	0	0	0	0	0
Engineer availability	Mon-Fri	Mon-Fri	Mon-Sat+BH	Mon-Fri	Mon-Fri	Mon-Sat+BH	Mon-Fri	Mon-Fri	Mon-Sat+BH
A Call Engineer response within	2 working days	Next working day	Next working day	2 working days	Next working day	Next working day	2 working days	Next working day	Next working day
B Call Engineer response within	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days	3 working days
Bank holiday cover			√			√			√

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† 1 & 2 Printer options available.

Put Your Trust in Veritek

Expertise: Our product intelligence keeps us at the forefront of technological development.

Efficiency: Best practice defining service management, highly trained multi-skilled engineers, industry beating first-time-fix rates.

Service Excellence: Our customer focused and professional approach delivers consistently high levels of customer satisfaction.

Reliability: 24/7 engineering cover 365 days a year; rapid service you can rely on.

*If you wish to discuss the **Veritek Service Agreement** specific to your budget and **individual requirements**, please contact the **Service Agreement Team** on **0844 3358088** or by email at **Photo.contracts@veritekglobal.com**.*

