



## Our Service Commitment

### Service Level Agreement

- **Service department hours of operation are from 8 a.m. to 5p.m.**  
Monday through Friday. Service before or after normal business hours is available on a case-by-case basis or with a contracted agreement.
- **We guarantee a service response** time of not more than 4 hours averaged over each quarter. "Response time" is defined as the time the call is logged by the service dispatcher until the time the technician arrives at the customer's door.
- **We guarantee a total machine up-time of 95%** during business hours averaged over each quarter. "Up-time" is the time the machine is operational for users between the hours of 8 a.m. to 5p.m, Monday through Friday. "Down time" is defined as the time the technician arrives until the machine is operational.
- **United Imaging will offer to supply a loaner unit** and bring your unit into the shop for repairs if any unit should become non-operational and remain non-operational for two consecutive days (this includes time waiting for parts). "Non-operational" is defined as being unable to make copies.
- **Toshiba will replace the copier with a model of equal or better features** and specifications, if your copier or its accessories do not operate to Toshiba specifications.
- **The Service Supervisor or a senior technician** will check the customer's equipment on a quarterly basis with the customer's sales representative to ensure that the equipment is performing according to factory specifications, the appropriate volumes are being sent to the correct devices, and that all parties are satisfied.

