



**Superwide ESP**  
Enhanced Service Program

# Be ready for anything with EFI's ESP

EFI™ offers a comprehensive line of response-based ESP agreements for our full line of VUTEk®, Matan, Quantum, and QuantumFlex superwide-format printers. Choose the level of service and options that matches your business and anticipated maintenance needs.

## **Our basic-level program covers**

- Essential-level service, providing three-business-day response\*
- Operator certification or customer self-service training at an EFI facility is included for select models\*\*
- Field service engineer labor and travel for repairs
- Non-consumable parts
- All printer software and hardware updates
- Annual printhead exchanges\*\*\*
- Priority technical phone support
- Your Fiery® XF and/or Fiery proServer digital front end:
  - All Fiery XF software updates and upgrades, as well as telephone and email support during business hours with targeted response and resolutions times
  - Targeted response times on Fiery proServer hardware escalations, hardware replacement due to failures, and telephone and email support during business hours
- Multi-printer discounts available

## **Purchase upgrades and peace-of-mind**

- Upgrade your response time ESP contract (availability varies geographically):
  - Critical: Providing one-business-day response
  - ProActive: Providing two-business-day response\*
- Add one or more of our peace-of-mind options to your ESP contract to ensure critical replacement parts are covered if they are needed:
  - Additional printheads at a significant discount; contact your account manager for details
  - Belt replacements
- Coverage options for automated media handling equipment, including parts and services needed for any repairs

\* Not available for EFI VUTEk HS series presses; Critical-level coverage only.

\*\* Visit the Customer Training section of the inkjet support site for details on training courses and schedule dates.

\*\*\* See chart on back for print head exchange details by printer model.

**ESP coverage for your EFI superwide-format printer**

PRINTER MODEL	AVAILABLE ESP PLANS			NUMBER OF PRINTHEAD EXCHANGES PER YEAR
	*CRITICAL	*PRO-ACTIVE	ESSENTIAL	
<b>ROLL-TO-ROLL</b>				
VUTEk 3r, 5r, GSr, and GSLXr Series	✓	✓	✓	2
VUTEk FabriVU 180 / 340 / 520	✓	✓	✓	1
EFI Quantum 3 / 5	✓	✓	✓	2
EFI QuantumFlex 3 / 5	✓	✓	✓	2
<b>HYBRID</b>				
VUTEk QS Pro Series	✓	✓	✓	4
VUTEk HS2000 Pro	✓	✓	✓	4
VUTEk GS Series	✓	✓	✓	4
VUTEk GS <sub>LX</sub> Pro Series (including UltraDrop™ Technology)	✓	✓	✓	4
VUTEk LX3 Pro	✓	✓	✓	4
<b>HIGH SPEED</b>				
VUTEk HS100 Pro	✓			4
VUTEk HSr Pro	✓			4
VUTEk HS125 Pro	✓			4

**For more information and pricing specifically for your EFI superwide-format printer, contact:**

- **In the following US states:** AK, WA, OR, ID, MT, WY, ND, SD, NE, MN, IA, WI, IL, IN, MI, OH, KY, WV, VA, PA, and NY, please contact Cassie Smith, Senior Ink & ESP Account Manager, Cassie.Smith@efi.com or 603-677-3037
- **In the following US states:** AL, GA, FL, MS, NC, and SC, please contact Kayla True, Associate Ink & ESP Account Manager, Kayla.True@efi.com or 603-677-3136
- **In Canada and the following US states:** ME, NH, VT, MA, RI, CT, NJ, DE, and MD as well as DC, please contact Christine Fowler, Associate Ink & ESP Account Manager, Christine.Fowler@efi.com or 603-677-3088
- **In the Latin America region and the following US states:** HI, CA, NV, UT, CO, AZ, NM, TX, OK, KS, MO, AR, LA, and TN, please contact Marie Landof, Senior Ink & ESP Account Manager, at Marie.Landof@efi.com or 281-677-6488

**EFI fuels success.**

We develop breakthrough technologies for the manufacturing of signage, packaging, textiles, ceramic tiles, and personalized documents, with a wide range of printers, inks, digital front ends, and a comprehensive business and production workflow suite that transforms and streamlines the entire production process, increasing your competitiveness and boosting productivity. Visit [www.efi.com](http://www.efi.com) or call 650-357-3500 for more information.



Nothing herein should be construed as a warranty in addition to the express warranty statement provided with EFI products and services.

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