



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 programme 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 labour 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	
ROLL-TO-ROLL				
VUTEk 3r, 5r, GSr, and GSLXr Series	✓	✓	✓	2
VUTEk FabriVU 180 / 340 / 520	✓	✓	✓	1
EFI Quantum 3 / 5	✓	✓	✓	2
EFI QuantumFlex 3 / 5	✓	✓	✓	2
HYBRID				
VUTEk QS Pro Series	✓	✓	✓	4
VUTEk HS2000 Pro	✓	✓	✓	4
VUTEk GS Series	✓	✓	✓	4
VUTEk GS _{LX} Pro Series (including UltraDrop™ Technology)	✓	✓	✓	4
VUTEk LX3 Pro	✓	✓	✓	4
HIGH SPEED				
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 Europe, Middle East and Africa regions and India:** Please contact Anja Bruyninckx, Senior Ink & ESP Account Manager, at Anja.Bruyninckx@efi.com or +32 2 749 94 62
- **In the Asia Pacific region:** Please contact Tiffany Qian Gong, ESP & Ink Account Manager, at Tiffany.QianGong@efi.com or 65 9643 2225

EFI fuels success.

We develop breakthrough technologies for the manufacturing of signage, packaging, textiles, ceramic tiles, and personalised 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 or call 0808 101 3484 (UK only) or +44 (0)1246 298000 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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