efi *Superwide ESP*
Enhanced Service Programme

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 GSLx Pro Series (inlcuding 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.

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