



# 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 and Quantum 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 (excludes Reggiani PRO models)
- Coverage options for automated media handling equipment, including parts and services needed for any repairs

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

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

\*\*\* Coverage for Fiery proServer is limited to 5 years from original ship date.

## 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, 3r+ / 5r+	✓	✓	✓	2
VUTEk D3r / D5r	✓	✓	✓	2
Matan 3 / 5	✓	✓	✓	2
Quantum 3/5, 3+/5+ and QuantumFlex 3/5	✓	✓	✓	2
VUTEk GSr and GSLXr Pro Series	✓	✓	✓	2
<b>HYBRID</b>				
VUTEk QS Pro Series	✓	✓	✓	4
VUTEk H2000 Pro	✓	✓	✓	4
VUTEk 32h	✓	✓	✓	4
VUTEk GS and GSLX Pro Series (including UltraDrop™ Technology models)	✓	✓	✓	4
VUTEk h3 / h5	✓	✓	✓	4
VUTEk LX3 Pro	✓	✓	✓	4
<b>HIGH SPEED</b>				
VUTEk HS100 Pro and HS125 Pro	✓	✓	✓	4
VUTEk HS100 F4 and HS125 F4	✓	✓	✓	4
VUTEk HSr Pro	✓	✓	✓	4
<b>SOFT SIGNAGE</b>				
VUTEk FabriVU 180 / 340 / 340i / 520			✓	1
Reggiani PRO 340 8h and 16h			✓	1

## Contacts for more information and pricing specifically for your EFI superwide-format printer:

- **In Europe, Middle East, Africa, 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](http://www.efi.com) or call 0808 101 3484 (UK only) or +44 (0)1246 298000 (UK), or +61 (0) 7 3625 9200 (ANZ and Asia Pacific) for more information.



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

AutoCal, Auto-Count, Best Eye, ColorGuard, ColorPASS, ColorRight, ColorWise, Command WorkStation, Cretachrom, Cretaprint, the Cretaprint logo, Cretaroller, Digital StoreFront, DocBuilder, Dynamic Wedge, EDOX, EFI, the EFI logo, Electronics For Imaging, EPCount, EPPPhoto, EPRegister, EPStatus, Estimate, FabriVU, Fast-4, FASTRIP, FASTDRIVE, Fiery, the Fiery logo, Fiery Compose, Fiery Driven, the Fiery Driven logo, Fiery DesignPro, Fiery Edge, Fiery Impose, Fiery ImageViewer, Fiery Intensify, Fiery JobExpert, Fiery JobFlow, Fiery JobMaster, Fiery Navigator, Fiery Prints, the Fiery Prints logo, FreeForm, GameSys, Hagen, InkIntensity, Inkware, IQ, iQuote, LapNet, Lector, Logic, MarketDirect StoreFront, MarketDirect VDP, MarketDirect Cross Media, Metrics, Metrix, MicroPress, Monarch, Monarch Planner, OneFlow, Optima, Optitex, Organizing Print, Pace, Pecas, Pecas Vision, PC-Topp, PressVu, PrinterSite, PrintFlow, PrintMe, the PrintMe logo, PrintSmith, PrintSmith Site, PrintSmith Vision, PrintStream, Profile, Process Shipper, Prograph, PSI, PSI Flexo, Radius, RIPChips, RIP-While-Print, Spot-On, Spot Pro, Synchro 7, Technique, UltraPress, UltraTex, UltraVu, UV Series 50, VisualCal, VUTEk, the VUTEk logo, and WebTools are trademarks or registered trademarks of Electronics For Imaging, Inc. and/or its wholly owned subsidiaries in the U.S. and/or certain other countries.

All other terms and product names may be trademarks or registered trademarks of their respective owners, and are hereby acknowledged.