



ESP Choice

Enhanced Service Programme Options

Be **ready** for anything with  
EFI's ESP Choice



Ensure the success of your business with a customisable EFI™ ESP Choice service and maintenance agreement for EFI superwide and wide-format inkjet printing systems. Choose the options that match your anticipated business needs to maximise uptime, keep costs low, and make it easier to predict service and maintenance costs year after year.

## ESP Choice options

**Targeted service response times**<sup>1</sup>, including one-, two- and three-business-day options.

**On-site emergency service visits** to fix technical issues that you are not able to resolve on your own. EFI field service engineers provide service at your location, based on your response-time plan level, nature of the problem, and other factors.

If it takes more than one visit to solve the technical issue, you are not charged for multiple visits.

**Preventative maintenance visits** designed to maximise printer uptime.

**Health-check site visits** (half day) to evaluate printer health and provide recommendations to keep your printer working at optimum performance.

**Additional printheads and belts** can be included in your contract and are yours to keep even if you don't need them. Simply order them at any time during the contract term (cannot be carried over to new contract).

Discounts on additional printheads and belts are available when at least one is included in the contract for that same printer.

**Non-consumable parts**<sup>2</sup> can be included or excluded from the contract. When excluded, there is a 20% discount off parts list pricing.

**Accessory replacement parts** for 3/4 and fully automated material handling equipment (loaders, unloaders, stackers).

**Fiery® proServer digital front end hardware support**<sup>3</sup>, including unlimited telephone and email support during business hours with targeted response and resolution times.

**Fiery software support** with unlimited telephone and email support during business hours with targeted response and resolution times.

**Online and phone-based technical support services** are included in all ESP contracts to complement our ESP response capabilities. These services are a crucial first step in solving issues by providing access to repair information and diagnostic tools. They also provide the latest system versions of software or firmware in real time.

<sup>1</sup>Varies by printer model and installed location. Not all plans are available in all areas.

<sup>2</sup>Inclusion of part may be subject to printer inspection.

<sup>3</sup>Coverage for Fiery proServer is limited to five years from the original ship date.

## ELIGIBLE EFI SUPERWIDE AND WIDE-FORMAT PRINTERS

PRINTER MODELS	AVAILABLE TARGETED SERVICE RESPONSE TIMES*		
	CRITICAL	PRO-ACTIVE	ESSENTIAL
<b>EFI WIDE FORMAT</b>			
EFI H1625 LED	✓	✓	✓
EFI H1625-SD	✓	✓	✓
EFI H1625-RS	✓	✓	✓
EFI Pro 16h/16h+	✓	✓	✓
EFI Pro 30h/30h+	✓	✓	✓
EFI Pro 24f	✓	✓	✓
EFI Pro 30f/30f+	✓	✓	✓
EFI Pro 32r/32r+	✓	✓	✓
EFI Pro 33r	✓	✓	✓
<b>EFI SUPERWIDE</b>			
<b>ROLL-TO-ROLL</b>			
Matan 3 / 5	✓	✓	✓
Quantum 3/5, 3+/5+ and QuantumFlex 3/5	✓	✓	✓
VUTEk GSLXr Pro Series	✓	✓	✓
VUTEk 3r / 5r, 3r+ / 5r+	✓	✓	✓
VUTEk D3r / D5r	✓	✓	✓
VUTEk Q3r / Q5r	✓	✓	✓
VUTEk X3r / X5r	✓	✓	✓
<b>HYBRID</b>			
VUTEk GS and GSLX Pro Series (including UltraDrop™ Technology models)	✓	✓	✓
VUTEk 32h	✓	✓	✓
VUTEk LX3 Pro	✓	✓	✓
VUTEk h3 / h5, h3+ / h5+	✓	✓	✓
VUTEk M3h	✓	✓	✓
VUTEk HS125 Pro	✓	✓	✓
VUTEk HS125 F4	✓	✓	✓
VUTEk Q3h X/XP	✓	✓	✓
<b>SOFT SIGNAGE</b>			
VUTEk FabriVU® 18o / 18o+ / 34o / 34o+ / 34oi / 34oi+ / 52o			✓
EFI COLORS 34o 8 head and 16 head			✓
EFI POWER 34o 16 head and 32 head			✓

\* May vary by geographic location.

For more information and pricing specifically for your EFI inkjet printer, please email [postsalecontracts@efi.com](mailto:postsalecontracts@efi.com).

## Let's be brilliant. Together.

We understand you want breakthrough technologies to lead you through your digital journey. That's why we're passionate about driving your business growth with a scalable portfolio of products, solutions, services, support, and world-class partnerships for the manufacturing of signage, packaging, textiles, ceramic tiles, and building materials with a wide range of printers and inks. Our unwavering commitment is to increase your profits, cut costs, improve productivity, and optimise efficiency — job after job, year after year. We're obsessed with your success. And we definitely believe we have the right people, technology and experience to help your business achieve its goals. Visit [www.efi.com](http://www.efi.com) or send an email to [info@efi.com](mailto:info@efi.com) 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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