



Superwide ESP

Enhanced Service Programme

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



Coverage that keeps you up and running

EFI™ offers a comprehensive line of target response-based Enhanced Service Programme (ESP) agreements for our superwide roll-to-roll, hybrid, and soft signage printers. Choose the level of service and options that match your business and anticipated maintenance needs.

Our basic-level programme covers

- Essential-level service, providing three-business-day response
- Field service engineer labour and travel for repairs
- Non-consumable parts
- All printer software and hardware updates
- Annual printhead allotment (varies by model)¹
- Priority technical phone support
- Your Fiery® XF and/or Fiery proServer digital front end:²
 - 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 targeted response time ESP contract (availability varies geographically)³:
 - 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 at a discount (excludes roll-to-roll, EFI COLORS and POWER, and FabriVU soft signage printer models)
- Coverage options for automated media handling equipment, including parts and services needed for any repairs

¹ See chart for printhead allotment details by printer model; subject to service approval.

² Coverage for Fiery proServer is limited to four years from original ship date.

³ Please consult your ESP Post Sales Representative to determine coverage availability in your region.

ESP COVERAGE FOR YOUR EFI SUPERWIDE-FORMAT PRINTER

PRINTER MODEL	AVAILABLE TARGETED SERVICE RESPONSE TIMES ³			ANNUAL PRINthead ALLOTMENT
	CRITICAL	PRO-ACTIVE	ESSENTIAL	
ROLL-TO-ROLL				
Matan 3 / 5	✓	✓	✓	1
Quantum 3/5, 3+/5+ and QuantumFlex 3/5	✓	✓	✓	1
VUTEk® GSLXr Pro Series	✓	✓	✓	1
VUTEk 3r / 5r, 3r+ / 5r+	✓	✓	✓	1
VUTEk D3r / D5r	✓	✓	✓	1
VUTEk Q3r / Q5r	✓	✓	✓	1
VUTEk X3r / X5r	✓	✓	✓	1
HYBRID				
VUTEk GS and GSLX Pro Series (including UltraDrop™ Technology models)	✓	✓	✓	2
VUTEk 32h	✓	✓	✓	2
VUTEk LX3 Pro	✓	✓	✓	2
VUTEk h3 / h5, h3+ / h5+	✓	✓	✓	2
VUTEk HS125 Pro	✓	✓	✓	2
VUTEk HS125 F4				2
VUTEk M3h	✓	✓	✓	0
VUTEk Q3h X/XP	✓	✓	✓	0
SOFT SIGNAGE				
VUTEk FabriVU® 180 / 180+ / 340 / 340+ / 340i / 340i+ / 520			✓	1
EFI COLORS 340 8 head and 16 head			✓	1
EFI POWER 340 16 head and 32 head			✓	1

For more information and pricing specifically for your EFI superwide-format printer, please email postsalecontracts@efi.com.

EFI also offers annual, unlimited phone support contracts for our superwide-format printers, including some models that are not listed above. Please contact your local Account Manager for more information.

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 or send an email to 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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