

On-site or depot, We have printer service surrounded!



- **One service** does it all
- **One source** repairs all printers
- **Not just emergency repairs, but preventive maintenance service**
- **Experienced**, with 21 years tenure
- **Quick response and quick repairs on-site**
- **Responsive Electronic Repair Center Depot service**
- **Parts stocked in the field with Service Engineers**
- **All brands and manufacturers**

Servisource 1, a Paxar Corporation company headquartered in Dayton, Ohio, is one of the nation's leading providers of service for bar code thermal and industrial printers. With Field Service Engineers strategically located throughout the USA, Canada, Latin America and the World, Servisource 1 serves retailers, manufacturers, suppliers and logistics providers. Offerings include multiple vendor printer repair, maintenance, and technical support. The company works closely with customers to help improve efficiency, productivity and to reduce costly downtime in the supply chain. Servisource 1 consistently wins high marks for customer service, responsiveness and attention to detail. Customers and partners know that their Field Service Engineers will show up on-site and help them do their job better and easier.

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Servisource 1 understands how valuable your time is. That's why we provide complete repair and maintenance programs for *all* printers. We specialize in service for thermal, line, dot matrix, laser and ink jet printers. Our Electronic Repair Center Depot and Field Service Engineers are well equipped, both in knowledge and replacement parts, to get your printers up and running quickly and reliably. Which keeps you out of the red. *And in the green!*

quickly and professionally. All printers are then retested to assure your satisfaction. We stock parts both at our Electronic Repair Center and with Field Service Engineers to minimize any potential down time. Therefore our on-site response time is even quicker!

Field Service Engineers.

In addition to quick on-site service, Field Service Engineers offer preventive maintenance to extend

You receive the same high level of service and prompt response in all of our 75 service locations nationwide and in 150 locations globally.

Technical Support and Customer Service. A Phone Call Away.

Through our 800 number, your call is immediately dispatched to our network of FSE's via interactive pagers and cellular phones for quick response and follow up.

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Training and Experience. At Your Doorstep.

Our 80+ Field Service Engineers have an average of 21 years with our company. Field Service Engineers provide quick response and quick repairs on-site for your convenience.

All Brands. All Models. All the Time.

With 75 service locations nationwide and 150 locations globally, we cover every corner of the world. There is not a printer we cannot repair. At our centrally located Electronic Repair Center Depot, technicians troubleshoot and repair your printer

the life of your printers. Let's face it, there is one thing better than a quick repair of an inoperable printer. Keeping a printer up and running is the key.

- On-site inspection of your equipment for wear and improper operation
- Trained and experienced to replace any worn parts thus avoiding costly, unscheduled downtime
- Parts stocked with engineers for quick repairs
- USA covered with 80 engineers connected to a worldwide service network
- Four Regional Service Directors provide management and quality control across America

Parts

Each Service Engineer carries a comprehensive parts inventory in their service vehicle

- \$2 million parts inventory for all major printers
- Automated within the system
- Overnight response when required.

Service Administration

Flexible printer maintenance programs with various response times to meet your needs are administered by our expert Service Admin personnel for:

- Contract Maintenance
- Direct Customer Contact
- Metrix Field Service System

Flexible maintenance programs, expert technicians and service.

Call the source that does it all 1-800-543-6650

or e-mail servisource1.admin@paxar.com

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