

Your Decision Is Entirely Risk-Free! We Guarantee It!



Lifetime Printer Replacement

- ▶ UBT will repair or exchange your printers covered under a SmartPrint contract at any time during the contract's active term.

Add Printers at Any Time

- ▶ You may add printers to your agreement at any time for no additional cost beyond the cost per print.

Automated Meter Collection and Supply Ordering

- ▶ Customers who utilize UBT's device information software are eligible for automated meter collection and supply ordering. Customers may also choose to access the UBT customer portal to manually input meters or request supplies as well.

4 Hour Average On-Site Response Time Guaranteed

- ▶ UBT averages 4 hour response from the time the service call is placed until a technician arrives at your office. If we do not average a 4 hour response time over the course of one year, UBT will provide a credit of \$500.

98% Uptime Guarantee

- ▶ UBT guarantees 98% equipment uptime. Specifically if a printer is inoperative for more than 2% of regular business hours over the course of one year, UBT will provide a \$250 credit.
- ▶ The Net Call Incentive and Measurement System for UBT's technicians minimizes recalls and incomplete service calls to ensure 98% uptime.

Proactive Device Monitoring

- ▶ Utilizing UBT's SmartPrint software we are able to proactively monitor your fleet for any service issues

Software Access

- ▶ UBT will provide login credentials to your IT staff if they'd like access to SmartPrint to monitor the fleet with real-time device info and map views.

All-Inclusive Service and Supply Contracts

- ▶ No additional charges for printers, labor, parts and cartridges.
- ▶ No upfront annual service contract costs.
- ▶ Certified technical support is used to maintain your printer fleet.

Free Delivery, Installation and Network Training

- ▶ Free next-day delivery of printer cartridges.
- ▶ Product and network training on how to best utilize your printer will be provided for the lifetime of the installation.

Fleet Optimization Guarantee

- ▶ Utilizing advanced software tools, UBT will analyze and restructure your printer and MFP fleet, often resulting in significantly lower costs and an optimized output environment. UBT is so confident in the value of the analysis that if we are unable to cut your equipment fleet expenditures by 10% then UBT will provide you with \$500.

Added printers must be the same as fleet models or the CPC may be reassessed to accommodate for different model types.