



Depot Service Offerings

Not all service providers are built for the demanding requirements of your company's crucial operations.

That's why SATO created SATO Select: A selection of expert services designed for your demanding environment.



About SATO Select Depot Services

SATO Select is a comprehensive suite of services built for demanding operations to make sure you're getting the best services for your SATO printer-the crucial link in your operation.

Our state-of-the-art depot repair facility and experienced service technicians provide quality service and support for all product lines. Our technicians are experts in printer repair, which allows us to quickly identify the problem, perform the correct repair, get your printer back to you as quick as possible. Depot Services are available in the USA and Canada.



Depot Service

Factory direct, mail-in services for your printer. Contact us via email or phone call and immediately to receive your return authorization. We'll have your printer back in your hands repaired, tested, cleaned, and ready for deployment.



Unlimited Repairs, Parts, and Labor

We use genuine SATO parts and repairs are always completed by a certified SATO repair technician.

**Standard plan excludes print heads and platens.*



Print Heads and Platen Replacement

Due to our competitive pricing models, opting for a Comprehensive Enhanced Warranty proves to be a more budget-friendly choice compared to the cost associated with replacing a single printhead.



Spare-In-The-Air

A highly economical service solution created for companies that cannot have their systems offline for more than 24 hours. A single phone call is all it takes to have a replacement unit sent out the same day.



5- Day Turnaround

We are committed to reducing downtime by ensuring a swift 5- day turnaround on all printer repairs. Our Team of authorized technicians will service your printer to Factory Standards using genuine SATO parts.



Monitor All Your Printers via the Cloud (for registered customers)




SATO's SOS software allows you to keep constant watch on your printer's status, and promptly alerts operators when an expendable part needs replacement, as well as offers prompt and effective resolutions to problems, reducing downtime significantly.

Cut 86% of industrial printer and 83% of print & apply machine downtime!*

**Based on survey conducted by SATO in Japan.

SATO-Select Depot Services

SATO Select is a comprehensive suite of services built for demanding operations to make sure you're getting the best services for your SATO printer-the crucial link in your operation. With our Standard Service, you will have your printer back in your hands repaired, tested, cleaned, and turned around in 5 days. Need a faster repair service? We've got you covered. We offer a variety of programs that will allow you to continue receiving our highest level of service and support beyond your standard manufacturer's warranty period. Choose from a wide selection of cost-effective service options to fit your business needs.

Feature	Manufacturer Warranty Coverage	Standard	Comprehensive	Spare In-the-Air
Total Years of Coverage	1 year	3 and 5-year		
Unlimited repairs, all parts and labor		✓	✓	✓
2 Preventative Maintenance Checks		✓	✓	✓
Print Head and Platen Replacement*			✓	✓
Five Day Turnaround		✓	✓	
Same Day Shipment**				✓
SATO Managed Exchange Pool of Printers				✓
Priority support		✓	✓	✓
Accidental Physical Damage*			✓	✓
Free Mechanical Updates		✓	✓	✓
Free Firmware Updates		✓	✓	✓
Wear and Tear*	✓	✓	✓	✓
Mechanical Failure*	✓	✓	✓	✓
Remote issue diagnosis & support		✓ 	✓ 	✓ 

* Level of coverage is subject to [SATO Select Depot Agreement](#) and [Depot Term's & Conditions](#). Please contact your local SATO representative for details.

** Same day shipping during normal business hours, Mon-Fri, 8am to 5pm, excluding SATO holidays.

Get In Touch

- We can provide information on SATO-Select Depot Services
- We can help you choose your service options.
- We can answer your service availability questions.
- We can provide a service contract quotation.

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