



# Onsite 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 Onsite 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.

Protect your SATO products with an annual SATO Select Onsite plan from SATO America. In the event of malfunction or breakdown, service plans serve as "insurance" for your equipment. Complete repair security provides peace of mind for your business. Services available in the USA and Canada.



### Onsite Service

Our field service engineer comes to your location with an inventory of parts, ready to perform the required repair. A simple call or email to our dispatch center puts it all in motion. To address your specific needs, you can choose from a choice of onsite response times and coverage options.



### Unlimited Repairs, Travel, 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.*



### Preventative Maintenance Checks

Receive 2 preventative maintenance checkups a year and address potential repair issues before they happen. Keep your operations running smoothly and worker's productivity level at its maximum.



### Access to SATO Tech Support Hotline

Access our dedicated technical support hotline, a reliable channel where you can seek guidance, solutions, and expert assistance to address your technical inquires, issues, or concerns.



### Installation Service

Installation services are available\* in the USA and Canada. We'll unpack, test, and set up your printer for your specific environment.

*\*Inquire about our optional warranty features.*



### 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 Onsite 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. Tailor your experience to suit your company's unique requirements by selecting from various on-site response times and coverage options, all of which are accessible in both the USA and Canada.

Feature	Manufacturer Warranty Coverage	Standard Response	Premium Response
Total Years of Coverage	1 year	1, 3 and 5-year	
<b>Unlimited</b> repairs, travel time, all parts & labor			✓
On-site support			✓
• Next Day Response		✓	
• 2- Day Response			✓
Preventative Maintenance			✓
Service Cost Waiver			✓
Priority Support			✓
Free Mechanical Updates			✓
Free Firmware Updates			✓
Wear and Tear*	✓		✓
Mechanical Failure*	✓		✓
Remote issue diagnosis & support			✓ 
Access to SATO Technical Support Hotline	✓		✓

\* Level of coverage is subject to [SATO-Select Onsite Agreement](#) and [Onsite Terms & Conditions](#). Please contact your local SATO representative for details.

### Get In Touch

- We can provide service contract information.
- We can help you choose your service options.
- We can answer your service availability questions.
- We can provide a service contract quotation.

[satoselect-sal@sato-global.com](mailto:satoselect-sal@sato-global.com) • (704) 644.1650 x4557

