

As a worldwide printing solutions provider, Simprint delivers more than remanufactured parts and equipment. Simprint provides high-quality products and services that make all-around good sense. Our solutions not only keep your printing operation running smoothly, but they cost less money and are loaded with expertise and innovation. The idea is simple. The solution is smart.

When you purchase equipment and/or parts from Simprint, we are there to back you up. Through our unique, holistic approach to problem solving, we help you take care of today's issues and troubleshoot for future problems as well.

Simprint provides support for the following manufacturer's products:

- IBM
- Océ
- Stralfors
- Roll Systems
- ESP
- Lasermax
- Hunkeler

Our Technical Support Services include:

ON-SITE:

Equipment Installation, De-Installation, Moves, Add-ons or Changes

Simprint installs printers, pre/post equipment and hardware at the customer premises. We provide basic familiarization training at no additional cost. This includes, but may not be limited to printer operation, paper loading and options, consumables care and feeding, and basic option and configurations.

Shipping and other logistical services by Simprint can also be included as a part of any installation or de-installation.

Simprint can also assist with additions or changes to a print line with minimal disruption.

Site Inspections

Prior to installation of Simprint equipment, our Field Engineering team will visit the customer site to ensure that all environmental conditions are correct for installation. This includes, but is not limited to, power requirements, space requirements, environment and any special concerns that the customers may have.

Training

Simprint offers two different training opportunities:

1. **IBM and Oce Laser Products Training** – We offer training on most IBM and Oce laser products throughout the year. Standard training on Oce and IBM is 10 workdays in length and cost \$500 per day/per student. For any self-maintainer or Independent Service Organization (ISO) that wishes to enroll multiple students in the same class, a discount of \$100 per student/per day is available. We also offer Custom-Designed Courses that are more advanced and are designed for the technician's ability.
2. **Training On Demand** – allows companies to schedule any class at any time with 45-days advance notice. This allows customers to book back-to-back classes for different equipment types – a big time and money saver.
3. **Basic Familiarization Training** – is offered to customers when equipment and parts are installed at the customer site.

OFF-SITE:

Simprint provides telephone technical support for all of the products we offer. This service is particularly useful to companies that maintain their own equipment and Independent Service Organizations (ISO).

The service is free for those calls taking less than two hours of assistance. An hourly service fee is charged for more complex problems that require significant research and time. This includes, but is not limited to, problem re-creation in our lab, spares identification and/or diagnostic support. Our toll-free support line is open from 8 a.m. to 5 p.m. (Central Time) Monday through Friday.

Toll Free Support Line
1-800-574-6778
8:00 a.m. to 5:00 p.m. (Central Time)