

NEED AN IMMEDIATE FIX? WE'VE GOT IT COVERED

Epson Self-Maintenance Programme

Do your customers ever wish they could have the assurance that their business will keep functioning, even if the unexpected happens? Our Self Maintenance Programme has been specially developed to offer just that.

We'll help your customers to keep downtime to an absolute minimum by giving them a stock of replacement products to keep on site, allowing them to maintain critical operations should a fault occur. Quite simply, the programme will give your customers the peace of mind they're looking for.



How it works

- Choose from two options:
 - 1 Offer direct from Epson to your customer**
OR
 - 2 Manage the process yourself**
- Our specialists will train you or your customer, providing the necessary skills to identify and solve faults quickly
- If the unit can't be fixed, no problem – it can simply be swapped with the replacement stock, thus minimising downtime
- Then, just register the fault online, and we'll send out a replacement model and collect the faulty one the next day

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EXCEED YOUR VISION

1 Offer direct from Epson to your customer

Benefits for your customer:

- Problems fixed immediately
- Maintain critical operations
- Simple online registration for stock replenishment
- Training and technical support provided with access to technical website
- UK customer service support helpline
- Service materials such as lamps included in replacement stock

2 Manage the process yourself

Benefits for you:

- You act as the main interface for Epson and provide the service to your customer, enhancing your customer contact and relationship
- A unique selling point for you to your customers
- Generate extra service revenue
- Ability to integrate the programme into your own service offering and provide a complete service-based solution
- Opportunities to sell consumables and other services
- Technical account management

TO FIND OUT MORE

Contact your Epson representative:
expressenquiries@epson.co.uk

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