

“As an owner of four Xenetech Engraving Systems, we have found Xenetech's commitment to service excellence is unmatched”

—CHRIS VEDRINES, ADVANCED GRAPHIC ENGRAVING

“Xenetech has offered us excellent service over the years”

—GREG DUGGAN, CROWN TROPHY LEWISVILLE

FAQ

Are there discounts for purchasing an extended coverage when I buy my machine versus waiting until my warranty expires?

Yes, if you extend your coverage at the time you purchase your system you could save hundreds of dollars. Savings will depend on the model and warranty program purchased.

Can I purchase a warranty for multiple machines and/or multiple years in advance and if so, will there be discounts for these purchases?

Yes, you may purchase coverage for multiple machines and for multiple years at a savings of up to 5% of the coverage purchase price.

What are normal charges if I don't have coverage?

Non-warranty repair charges are based on current field and factory labor rates, manufacturing overhead costs, freight costs, and current component costs. Repair charges for rotary and laser systems may add up to thousands of dollars.

Can I extend my Gold Program coverage beyond the first 90 days of ownership?

With your purchase you are given 90 days free under the Gold Program and the balance of your warranty will be under our Standard Program. If you choose, you may continue the Gold coverage at a prorated and discounted amount.

Who will service and support my Xenetech engraving system?

Your system will be serviced and supported by fully trained and experienced Xenetech employees, distributors, and field technicians. When you call or e-mail, we will use our extensive resources to diagnose the problem via phone and immediately dispatch the information, parts and/or personnel to quickly resume operation of your system.

(225) 752-0225
www.xenetech.com

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Baton Rouge, Louisiana 70817



WE'VE
got
you
COVERED!



XENETECH PROTECTION PROGRAMS



“We provide you with worry-free ownership which allows you to do what you do best—grow your business.”



XENETECH PROVIDES SYSTEM OWNERS WITH SEAMLESS INTEGRATION, OUTSTANDING PRODUCT PERFORMANCE, AND SUPERIOR CUSTOMER SERVICE. AS OUR MISSION STATES, WE ARE AN EXTENSION OF YOUR BUSINESS.

The unexpected costs and burden of an electronic failure or worse can be catastrophic to any business. For this reason, many of our customers take comfort in protection of Xenetech warranties. By offering industry leading warranties with the sale of every Xenetech product, we provide you with worry-free ownership which allows you to do what you do best—grow your business.

As a service to our customers that like the security of our warranty, we offer **STANDARD, GOLD, and PLATINUM program extended warranties on our products.** For as little as eight percent of the current list price of the system you own (standard warranty), you can extend the factory warranty and customer benefits for a year. Depending on the protection you select, your coverage includes: 100% coverage on Xenetech electronic components and mechanical parts*; free factory labor; on-site service; free software updates for the product you currently license as they become available; product discounts; free delivery; and prompt access to our customer service professionals to answer your engraving application, software and hardware questions.

For peace of mind today, call us at **225-752-0225.** At Xenetech, *we’ve got you covered.*

* Some mechanical parts, consumable by design, may not be covered. Consult the warranty contract for the listing of these exclusions.

XENETECH PROTECTION PROGRAM	STANDARD	GOLD	PLATINUM
Free Telephone Support	Included	Included	Included
Call Back Guarantee (M-F, Business Days Only)	Same Day	1 hour	15 minutes
In Factory Labor	5 Days or Less	3 Days or Less	1 Day or Less
Warranty Parts (Electronic & Mechanical)	Included	Included	Included
Laser Tube Recharge/Repair		15% Discount	25% Discount
Freight Out Costs (Parts to Customer)	Customer	2 Day Included	Next Day Included
Diagnosis Attempts	Unlimited Attempts Solution	3 Attempts On-Site or Replacement	2 Attempts On-Site or Replacement
On-Site Labor Repair/Replacement Emergency	Customer Pays Full Cost	Response Time: 5 Bus. Days Customer Pays All Travel	Response Time: 2 Bus. Days Customer Pays 1st \$400 of Travel
Scheduled Preventative Maintenance On-Site Visit	Customer Pays Full Cost	Customer Pays Full Cost	Annual Visit Included
Productivity Conference On-Line/Call	Customer Pays Full Cost	Customer Pays Full Cost	Annual Review Included
Xenetech Academy User Clinics	Customer Pays Full Cost	Customer Pays Full Cost	Included

XENETECH WARRANTIES PROVIDE

- Peace Of Mind—No Large, Unexpected Repair Bills
- 100% Coverage On Electronic Components And Mechanical Parts*
- Free Factory Labor
- On-site Service Options
- Preventative Maintenance Options
- Valuable Discounts
- Prompt Access To Experts That Know Your System
- Guaranteed, Genuine, Top-quality Parts
- Unlimited Repairs

ELIGIBILITY

Your engraving machine is eligible for extended coverage if:

Your system is currently under warranty,

or Your system is out of warranty, but your system has been evaluated and accepted for warranty by an authorized Xenetech representative.