



**The support
you need, when
you need it**

Litho Supplies provide a range of high-quality new and pre-owned pre-press equipment, along with software solutions that can be tailored to user requirements. The supply of equipment is backed by fast, efficient, competitive and flexible hardware and software support for mission critical system components.

Litho
SUPPLIES

You expect your pre-press equipment to perform

Your customers expect you as a business to perform, producing and delivering work on time and to the highest level of quality.

A failure in just one small component in a highly technically advanced pre-press department can bring your whole business to a grinding halt.

What happens then?

- You may find suppliers blaming each other for the failure
- You might just find that one small but critical part is only available at a huge cost to you
- Or you might just find that a service engineer is booked up for days.

All of a sudden your significant pre-press investment is worth nothing at all to you just when you need it the most.

A Litho Supplies Maintenance Contract is your insurance against all of these scenarios

With an Litho Supplies Maintenance Contract you can make your pre-press investment work for you all of the time, and feel confident that you have all of the latest enhancements to make your equipment as productive as is possible. Depending on the type of contract selected:

- Maintenance costs can be levelled out through the year
- All pre-press equipment can be covered under one contract
- Receive priority treatment when you call our human (but computerised!) service desk.



What do you need to insure?

The Litho Supplies approach to service contracts has been designed to be completely flexible. Litho Supplies contract experts will ensure that you only cover what is necessary, meaning that you get the best coverage for the best price.

Whilst 24-hour 7-day coverage might be a requirement for some Litho Supplies customers in the publishing world, others need different levels of support or higher levels on certain days of the week. In the commercial environment speed of response and fast diagnosis of a problem are critical elements. Litho Supplies can create a contract suited exactly to your needs.

For all pre-press operations preventative maintenance is an important issue. Litho Supplies technicians check and examine key product areas for signs of wear, and monitor components known to be nearing the end of their useful life.

On-line support for software products such as Workflows, RIP's and Servers allows for sophisticated interrogation of systems. When a service visit is required highly trained Litho Supplies technical support personnel are on-hand to get customers back into production in the shortest possible time.



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Select the right contract for your business

Because every business is different Litho Supplies offer a range of maintenance contract options. Support is provided for a wide range of equipment from most of the world's leading pre-press manufacturers, including ECRM, Agfa, Fuji, Creo, Epson, Linotype/Heidelberg, Esko, Screen, HighWater and others. Support can be provided for both imagesetters and computer-to-plate systems. A wide range of RIP's, servers, workflow solutions and peripheral devices are also supported directly by Litho Supplies, though third-party support contracts for unsupported elements of a pre-press department can be arranged under the Litho Supplies umbrella where necessary.

Some examples of our more popular support contracts include:

LITHO SUPPLIES SILVER

This contract provides hardware support Monday to Friday, 9:00am to 5:00pm, with an eight hour working time response. The contract includes the cost of all parts, labour and travel, along with two preventative maintenance visits per year.

LITHO SUPPLIES GOLD

Similar to the above "Silver" contract but with a four working hour response time for even faster support.

LITHO SUPPLIES PLATINUM

Twenty-four hour, seven day a week cover with a four working hour response time. Again, all parts, labour and travel costs are included within the price for the contract, along with two preventative maintenance visits per year.

Any combination of the above can be created to suit individual customer needs. For example, if a company's main publishing days are Tuesday and Wednesday, they might opt for "Platinum" cover for those days, whilst "Silver" would be adequate for the rest of the week.

Software support contracts for telephone and remote dial-in maintenance are available as options for any of the above.

