

[Lexmark Business Services]

Offer your printer
a lifetime
of expert support



Print Less. Save More.

Print less? This may seem like a surprising message for a company dedicated solely to printing. But when you consider that businesses spend, on average, up to 6% of their turnover on printing, and that active print management can cut office print costs by up to 30%¹, it makes a lot of sense. Lexmark products, solutions and services provide innovative ways to save you time, drive down costs and reduce your impact on the environment. We are committed to helping you print less and save more.

(1) Source: InfoTrends/CapVentures, "Network Document Solutions Forecast 2007-2012, Network Document Solutions Consulting Service", August, 2008

Optimise your printer investment



Maximise uptime

If you're like most business owners, you can't afford to have your printers stop working. With a Lexmark Support Plan you get access to expert web-based and telephone assistance that will help you resolve most incidents in just minutes. When a repair is needed you have the choice of On Site intervention or Return to Base.



Protect your investment

When you buy a printer, you are making an investment in your company's productivity. Lexmark Support Plans ensure that your Lexmark printer operates at its full potential for an industry-leading five years – and beyond, if you want. Few other printer manufacturer offers such long-term support.



Flexible choices

To give you the level of support that fits your best, we provide Customised Services in addition to our three standard Support Plans. In fact, we are the only printer manufacturer that offers a support plan for Lexmark printers whose existing guarantee has expired. We also provide optional assistance services, such as installation and training for maximum flexibility.

Managed costs

Unexpected downtime, parts and repairs can generate unwelcome costs over the life of a printer. With a Lexmark Support Plan you get the level of coverage and service you need - and there are no hidden charges. All parts and labour are included. Plus, with a fixed price from the start, you get years of peace of mind for just pennies a day.



Lexmark Support Plans

All Lexmark laser printers are at least covered by a standard one-year limited guarantee. Pick one of our three Support Plans to get the level extended coverage you require.

Standard Support²: Add years of peace of mind

Extend your service coverage to up to five¹ years of the printer's purchase date.

- 24/7 access to Lexmark troubleshooting web tool.
- Unlimited telephone technical assistance in your local language. Helpdesk open weekdays, excluding national holidays (9AM-5PM); calls billed at local phone rates.
- Off-site repair in a Lexmark-certified service centre. Repaired equipment is normally returned within 5 to 7 working days.
- Must be purchased while your Lexmark printer is still covered by the standard one-year guarantee.

Enhanced Support: Optimised speed & convenience

Five years' extended coverage PLUS On Site service with next business day response time.

- Lexmark-certified technician repairs your Lexmark printer on-site.
- Repairs include all parts and labour – no extra cost to you.
- Same telephone and web technical assistance as the Standard Support Plan.
- Must be purchased while your Lexmark printer is still covered by the standard one-year guarantee.

Year-by-Year Support: Maximum flexibility

Extend service coverage for a 12-month period, even for printers no longer under guarantee.

- Same telephone and web technical assistance as the Standard Support Plan.
- Off-site repair in a Lexmark-certified service centre. Repaired equipment is normally returned within 5 to 7 working days.
- Optional On Site service with next business day response time.
- Available for Lexmark printers no longer under guarantee (conditions apply).

Assistance Services



Technical Assistance: Standard with all plans

By phone: One number to call for help with all your printer-related issues. All calls are handled by Lexmark experts in your local language.

By web: Web-based troubleshooting tool for diagnosing and fixing problems yourself. Unresolved incidents are automatically referred to a trained helpdesk technician.



Installation: Minimise business interruption

Entrust the installation of your Lexmark printer to one of our experts. They know how to minimise installation time and get your printers up and running quickly.

For more information: contact your Lexmark reseller or representative.



Training: Optimise usage

Adopting responsible printing practices can help you reduce operating costs by reducing paper waste. A few hours of training from one of our experts can yield years of savings.

For more information: contact your Lexmark reseller or representative.

¹ Extension up to five years available for large accounts customers and up to four years for all other customers.
² Not available on high-end models

Go further with Lifecycle Services

When your organisation is so big that you think in terms of a fleet of printers instead of individual printers, then you need Lexmark Lifecycle Services.



Customised Service Solutions: Tailor-made

All our customers are different and we know that our Support Plans may not fit your exact needs, so we have developed cost-effective Customised Service Solutions. Offer your business a tailor-made suite of services that can include services such as guaranteed response times, dedicated resources, depot-based services, prepaid support tickets, per incident pricing, priority tech support, training, installation, rollout plans and system integration. You pick what services you need. We put together a coordinated solution tailored to your requirements – and budget.



Managed Print Services: reduce output costs

The average office worker prints over 10,000 pages annually¹. Lexmark Managed Print Services (MPS) optimise your fleet of printing assets in order to increase printing efficiency and save money. Available for large accounts, MPS solutions range from hardware leasing to usage-based contracts. Our goal is always to deliver the most cost-efficient solution for your output requirements.

(1) Source: InfoTrends/CapVentures., "Network Document Solutions Forecast 2007-2012, Network Document Solutions Consulting Service", August, 2008

Why choose Lexmark Services?

Lexmark Services offer a unique combination of expertise and quality that other service providers cannot match.

Manufacturer's expertise: No one knows Lexmark printers like we do, so no one is better qualified to ensure the coverage and technical assistance for our printers.

Lexmark original spare parts: Manufactured to the same high quality standards and new printer parts, they ensure optimal printer quality and reliability - and uphold the coverage of your Support Plan.

Lexmark-certified technicians: Trained by the people who design and build our printers, our technicians have the unmatched knowledge and skills to resolve any printing problems quickly and efficiently.

Worldwide presence = local coverage: Lexmark provides the same level of service, no matter where your offices are located. Because we are present around the world, our Support Plans cost the same whether you're located in the city or the country.

Environmental responsibility: Lexmark provides for the environmentally responsible disposal of end-of-life hardware and cartridges.

- You can return spent laser cartridges to our free Lexmark Cartridge Collection Program for recycling.
- In compliance with local regulations, end-of-life hardware can be returned free of charge via your reseller or our local equipment collection partner.

For more information: visit www.lexmark.com/recycle

**For more information about Lexmark services:
visit www.lexmark.xx/services**

For more information on Lexmark products and services please visit www.lexmark.com

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