



OFFICE SPACE COPIER

PERFORMANCE GUARANTEE

Supply Inclusive Service

The Office Space Copier Platinum Maintenance Agreement includes all service, parts, drums, travel, genuine OEM toner and supplies for the entire term. Optional Supply items such as paper and staples are not included.

Service Response Time

Office Space Copier prides itself in a factory trained technical staff providing our Office Space Copier Customer's with the fastest service response time in the industry. Office Space Copier's average response time is 4 business hours from the time you place the call.

95% Uptime Guarantee

Office Space Copier will service the Equipment provided under the Platinum Maintenance Agreement to be operational with a quarterly uptime average of 95% (based on manufacturer's performance standards and an 8-hour day, during normal business hours, and excluding weekends), excluding preventative and interim maintenance time. Downtime will begin at the time you place a service call to Office Space Copier. You agree to make the Equipment available to Office Space Copier for scheduled preventative and interim maintenance. You further agree to give Office Space Copier advance notice of any critical and specific uptime needs you may have so that Office Space Copier can schedule with you interim and preventative maintenance in advance of such needs.

Performance Guarantee

If your equipment, or its accessories do not operate within manufacturer's specifications, and if the equipment cannot be repaired to perform within specifications, Office Space Copier will replace the equipment or accessory (unit for unit) with an identical model or one with comparable features