



We care about the success of your ID program just as much as you do, which is why we offer the industry's best customer service plan. Your commitment to us is our commitment to you.

When you place an order with AlphaCard, you qualify for full, personal assistance from our technical support team any time you need it. For us, it's more than just shipping you a printer and sending you on your way. We work hard to ensure that your ID card program reaches its full potential. This commitment to strong customer service and support is called AlphaCare. It's completely free and you'll only find it at AlphaCard.

What is AlphaCare?

- Consider AlphaCare a safety net any time you need help with your ID card program. Our technical support team is available to help you set up your system, and can work with you to resolve any operational issues that may arise.
- AlphaCare includes up to one free hour of Setup Assistance when you receive your system. We'll even help you design your first badge.
- We provide lifetime Quick Call support for all printer and software issues. If we can help you over the phone in ten minutes, we will.
- You'll also receive free email support for life.
- Extended full-service packages are available annually. Please contact your sales representative for details.

Who receives AlphaCare?

- The AlphaCare customer support program is available to all AlphaCard customers. (Please refer to program details.)

The Finer Points of AlphaCare

Printer & Software Support:

We'll support your printer for life, regardless of warranty status. Your software is also covered for life. Got a question? Get in touch.

- All software includes comprehensive Getting Started Guide
- Domestic toll-free phone and email support for the first year
- Free email support for life
- Printers are covered until they're beyond repair
- Printers are also covered by manufacturer warranty
- Optional Loaner Protection Plan extends the use of a loaner printer through the life of the manufacturer warranty

Training:

Software training, system configuration, database creation, remote assistance, visitor management system setup, and other advanced support is available at a cost of \$150/hr, and may be purchased in quarter hour increments after the first hour.

See Reverse for Details

AlphaCare Program Benefits Overview

1. Eligibility

- All AlphaCard purchases after June 1, 2010 are eligible for AlphaCare coverage.

2. Setup Assistance – ID Card Systems

- Setup Assistance is available to any customer who purchases an ID card system from AlphaCard. Setup Assistance includes assistance with installation issues, basic ID card design, database connectivity, and general workflow to produce a card. Method of contact may be by phone and/or email. A typical Setup Assistance session lasts between 30 and 60 minutes.
- **Restrictions:** One time use. Must be used within 30 days of purchase.

3. Standard Support - Printers

- Lifetime support for calibration, configuration, print quality issues, jams, ribbon breaks, cleaning, remote upgrades (when available), driver and firmware updates.

4. Standard Support - Supplies, Consumables and Peripherals

- Lifetime support for these AlphaCard products.

5. Standard Support - Software

- We support all ID software that we sell. Support means assistance with 'break-fix' operating system issues and other basic questions.
- Please note that training is not considered support. Fees for training, repair, or dongle/hardware license keys may apply.
- Support may be by phone and/or email.

6. Repair Support – Printers

- We will facilitate and manage the printer repair process regardless of warranty status (shipping and repair charges may apply).
- During the period of the manufacturer's warranty, the cost of break & fix issues are covered by the manufacturer.
- After the manufacturer's warranty has expired, any shipping, parts & labor expenses are paid for by the customer.
- Extended warranties are available, for up to 5 years total coverage. Contact your sales representative for additional information and pricing.

7. Version Protection – AlphaCard Software

- AlphaCard and AlphaTrack Software may be upgraded to a higher grade version within 30 days of purchase.

8. Printer Loaner Programs

- Please contact your sales representative for details. Customer must pay shipping costs.

9. Duration

- "Lifetime Coverage" means we offer technical support for the life of your card printer, software, or other product, as long as you own it and parts are available.

10. Termination

- The AlphaCare Program is offered as a courtesy to AlphaCard customers and may be modified or cancelled at any time without notification. It is our desire and intention to provide the highest level of continuing service to our customers.