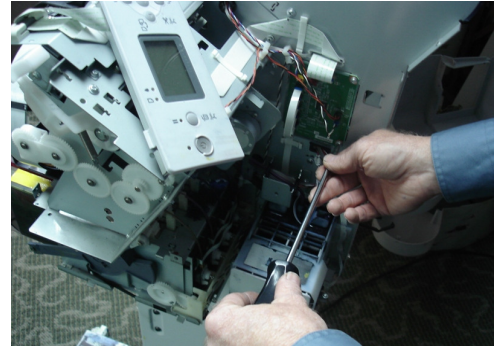


Preventive maintenance

Preventative maintenance can extend the life of the printer, not to mention make you feel more secure about the quality of your print jobs. Paper jams and poor imaging are the most common problems caused by lack of maintenance. Nobody wants a paper jam or marginal quality output!

In general, there are two types of maintenance--proactive and reactive. A reactive approach is service when the printer is not functioning, which can take hours or days for service and parts – not very acceptable for business! A proactive approach requires an ongoing concern for the printer, even when it appears to be functioning up to standard. Problems can happen at any time. Dusty work environments, for example, wreak havoc on a laser printer's internal components.



In addition, there is a greater need for preventative maintenance awareness with laser printers because they output more pages a minute and have more moving parts than inkjet printers. The periodic maintenance process involves inspecting components such as ozone filters, pick up rollers and feed assemblies as well as the fuser unit etc.

Whether you choose to have your printers serviced on a regular basis to keep them in top condition, or you need a printer problem solved right away- we understand how much you depend on your printers. It only makes sense that the technicians with access to the original manufacturer's maintenance materials, parts, and technical support are going to be able to solve problems faster, better, and more consistently than anyone else.

Northern Computer has invested the time and money required to become manufacturer trained and authorized. And when manufacturers grant service authorizations, you can be sure it's because a technician is trained to the highest caliber. With more manufacturers' certifications than anyone else in the Okanagan Valley, Northern Computer is the right choice for all your printers and has been committed to the highest standards of technical excellence for over 27 years.

[IT MANAGER CERTIFIED PRINTER CARE – Proactive Maintenance Program](#)

For a low monthly fee we offer the following care and attention to your printers:

Quarterly Inspections

The real key to the effectiveness of this program-- a quarterly checkup for your printer. This frequency of attention means we're able to find and notify you of small problems... before they become big, expensive ones.



IT Manager
Certified Printer Care

Annual Preventative Maintenance

To further prolong the life of your printer and keep repair costs down we'll perform a thorough preventative maintenance service, once a year at no additional charge.

Reduced Service Rate

Our combination of regular inspections and annual maintenance will greatly reduce the likelihood of unforeseen downtime. But the unexpected can still happen. When it does, and you need the problem fixed, you'll get a preferred service rate*! You'll also save on any service performed as a result of the recommendations made during any inspection visit.

**Overtime surcharges apply for after-hour service. Discount applies to service only, not parts.*

Preferred Response Options

When you do need us, during regular business hours we'll dispatch a technician within hours of your call for help. If you want more immediate attention, you decide when to escalate your call*.

**Call escalation surcharges may apply. Overtime surcharges apply for after-hour service*

Consumables Management

Over many years we have found that customers often struggle with the management of toners and fusers for printers. Running out of supplies creates many problems, but the task of managing the availability of these toners and fusers is often delegated to a junior staff member who may not always ensure that supplies are available at short notice.

Northern Computer has a solution to this problem, through our consumables management service. We offer a service where we will provide toners and/or fusers for all of your printers in an efficient and cost effective manner.

We only offer genuine OEM toners and fusers or guaranteed top quality locally remanufactured toners. In addition, you'll be guaranteed the best pricing and free delivery is included. If you find better pricing in the valley for the identical item, we will beat it or match it for you - every time.

As part of the service, we will provide you with a re-ordering card or a form that a staff member can easily use to order any supplies they require. We'll have them delivered direct to the required location. In a lot of cases we are able to provide an automated service that will notify us when a printer is in need of a toner or fuser item, and we can then supply that item direct to your office well before it is needed.

Satisfaction GUARANTEED

In any month, if you're not completely satisfied with the service and support we provide you with this program, we'll refund your membership fee for that month.