



DID YOU KNOW?

We Service:

HP

Intermec

Kyocera Mita

Lexmark

Printronix

Sato

Symbol

TallyGenicom

Xerox/Tektronix

Zebra

PC's

Servers

Nationwide Service



Our expertise makes the difference!!

- ◆ **Customer Support Help Desk**
- ◆ **Nationwide Dispatching**
- ◆ **Installation and Warranty Service**
- ◆ **Depot Repair**
- ◆ **GSA Schedule Printer Repair**

Be more productive, more efficient and more competitive. Reliable, responsive service from DSHi.

Advances in business equipment and technology require reliable support and service to keep you up and running.



There when you need us.

You can count on DSH's service organization to be there



when you need us. We can respond quickly to any service requirements, so you can be sure you'll be back in operation quickly. On-site or depot repair, our technicians will provide the best service available.

Experience

DSHi has been your partner in providing IT products and services since 1985. Our customer base includes all major government agencies as well as a wide variety of commercial users.

We represent some of the nation's largest printer and data collection manufacturers, and have our technicians certified to service these products.

Service Options

In an effort to provide the best and most flexible end-to-end service coverage, DSHi offers a variety of on-site service options. Our service plans vary from Platinum to Time and Materials. See the reverse side for details. If you have any questions call us at 800-937-3744.

**22455 Davis Drive
Suite 110
Sterling, VA 20164-4446
800.937.3744**

☰ DSHi Service Plans

Standard Contract

- ♦ One-year, on-site service with next-business day response.
- ♦ Includes parts, labor and travel.
- ♦ Unlimited service calls.
- ♦ Unlimited telephone support.
- ♦ DSH installs maintenance kits free if purchased from DSH.

Gold Contract

- ♦ One-year, on-site service with next-business day response.
- ♦ Includes parts, labor and travel.
- ♦ Unlimited service calls.
- ♦ Unlimited telephone support.
- ♦ DSH installs maintenance kits free if purchased from DSH.
- ♦ Includes Predictive Maintenance
 - Cleaning
 - Replacement of worn rollers
 - Monitoring usage rate

Platinum Contract

- ♦ One-year, on-site service with next-business day response.
- ♦ Includes parts, labor and travel.
- ♦ Unlimited service calls.
- ♦ Unlimited telephone support.
- ♦ DSH installs maintenance kits free if purchased from DSH.
- ♦ Includes Predictive Maintenance
 - Cleaning
 - Replace worn rollers
 - Monitor usage rate
- ♦ Four-hour response time (M-F, 8-5, metro DC, MD and VA only).

Block of Time T&M

- ♦ Prepaid amount for service labor, parts and supplies. Increments of \$2,500.
- ♦ Benefits:
 - Simplified billing
 - Guaranteed next day response
 - Reduced hourly rate
 - Unused dollars roll over

Standard T&M

- ♦ Best efforts response time
- ♦ Hourly rates
- ♦ Parts, labor and travel billable
- ♦ Rates vary; laser, line, color, thermal.

Return to DSH

- ♦ Repaired at DSH.
- ♦ Parts and labor charged.
- ♦ Quick turn-around.
- ♦ Diagnostic charge may apply if estimate requested and repair declined.
- ♦ Pick-up at customer site (metro DC, MD,VA) can be arranged.

DID YOU KNOW?
We Sell:
Supplies & Maintenance Kits for:

- ♦ **HP**
- ♦ **Intermec**
- ♦ **Lexmark**

Major Brand Printers

- ♦ **HP**
- ♦ **Intermec**
- ♦ **Kyocera Mita**
- ♦ **Lexmark**
- ♦ **TallyGenicom**
- ♦ **Xerox/Tektronix**
- ♦ **Zebra**

Go to www.dshi.com for more information.