

ServiceTracker+TM

Board Repair Program



I have only positive things to say about the EFI ServiceTracker Program. The turnaround time with EFI's Claim Processing Department and the Board Repair Facility has been excellent. We have over 5,000 EFI surge suppressors in the field and every copier we install includes an EFI suppressor. The ServiceTracker Program easily pays for itself and I would highly recommend it to any office machine dealer.

*– Dan Muzquiz, Warranty Administrator
Systel, Inc.*



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Standard Surge Protection Warranties

Most power protection companies offer similar Surge Protection Device (SPD) product replacement and connected equipment warranties. EFI's PowerTracker and Digital Power Filter products provide lifetime SPD product replacement along with connected equipment coverage.

While there are no surprising conditions to the product replacement warranty, connected equipment warranties require that the surge protection device fail or be damaged in a power surge event. These connected equipment warranties also specifically exclude damage caused by normal wear and tear, static discharge, overvoltage conditions and physical damage caused by human intervention.

The ServiceTracker+ Advantage

ServiceTracker+ is an exclusive service program that will increase the profitability of service contracts by eliminating board repair costs. If a copier circuit board fails, regardless of reason, and it is protected by our exclusive ServiceTracker+ program, we will repair or replace the board up to \$1000.

Warranty Comparison

	Typical Competitor Warranty	EFI Standard Warranty	EFI ServiceTracker+ Program
Lifetime SPD product replacement	Yes	Yes	Yes
24 Hr SPD product replacement	Yes	Yes	Yes
Repair or replace circuit boards damaged by power surge event	Yes – only if SPD is surge damaged	Yes – only if SPD is surge damaged	Yes – No qualifications
Repair or replace circuit boards damaged regardless of cause	No	No	Yes
Repair or replace circuit boards damaged by human intervention that results in electrical damage	No	No	Yes
Repair or replace circuit boards damaged by static discharge	No	No	Yes
Repair or replace circuit boards damaged by harmonic distortions	No	No	Yes
Repair or replace circuit boards damaged by standing high frequency waves	No	No	Yes
Repair or replace circuit boards damaged by over voltage conditions	No	No	Yes
Repair or replace circuit boards damaged due to normal wear and tear	No	No	Yes

Compare the warranties for yourself. The EFI ServiceTracker+ is not just another warranty.

It's that simple. Used successfully by office product dealers for over ten years, the ServiceTracker+ program will help your business by preventing equipment damage, reducing service calls, improving customer satisfaction and the profitability of your service contracts.