


# ServiceTracker+<sup>TM</sup>

## Board Repair Program

### Eliminate Board Repair Costs

	EFI ELECTRONICS CORPORATION 1731 SOUTH 4800 WEST SALT LAKE CITY, UTAH 84104	020367
		DATE AMOUNT
		03/27/02 *****\$831.43
PAY	EIGHT HUNDRED THIRTY ONE AND 43/100	
TO THE ORDER OF	ALLEN BUSINESS MACHINES FT. WAYNE, IN 46802	
	<i>EFI Electronics</i>	
"020367" "000063487"		"0974325"



ServiceTracker+ is the industry's most innovative program designed to improve the profitability of all service contracts. As an option to many of EFI's PowerTracker<sup>®</sup> Surge Protective Devices (SPD), the ServiceTracker+ program eliminates board repair costs. Used successfully by office product dealers for over ten years, the ServiceTracker+ program has significantly improved service department profitability.

### The ServiceTracker+ Board Repair Program

#### 1. Printed Circuit Board Repair Program

EFI will pay the cost to repair or replace (parts and labor only) damaged printed circuit boards, when repaired by an EFI Authorized Repair Center (ARC), up to \$1,000 per occurrence. The connected equipment and the ServiceTracker+ SPD must be properly registered. This program is available in either three- or five-year time periods. Choose the option that best fits the equipment being protected.

The ServiceTracker+ program is also available as an add-on to most standard EFI products. Contact EFI at 1-800-317-5205 for additional information.

#### 2. Ten (10) Year \$50,000 Connected Equipment Warranty

EFI will pay up to \$50,000 to repair or replace (whichever is less), with like kind or quality, properly connected equipment that is damaged by an electrical surge provided the ServiceTracker+ SPD (1) was properly registered, (2) was plugged into a grounded, three-prong outlet, and (3) was also damaged by the same electrical surge.

#### 3. Lifetime ServiceTracker+ Product Replacement Warranty

EFI will repair or replace any ServiceTracker+ SPD that is defective or damaged by an electrical surge for life.

### Step 1. Purchase a Qualifying EFI PowerTracker Product

Purchase a qualifying PowerTracker office product SPD directly from EFI Electronics. EFI offers a complete line of SPD's to protect today's sophisticated office products.

### Step 2. Install ServiceTracker Products

Install a ServiceTracker SPD to each piece of connected equipment (one ServiceTracker SPD must be dedicated to and used for the protection of each piece of connected equipment). The following types of office equipment may be connected to the ServiceTracker SPD:

- Copy machines and peripherals (i.e. sorters, feeders, duplexers, staplers)
- Combination machines (i.e. copier/scanner/printer/fax machines)
- Facsimile machines (must be installed and registered to a ServiceTracker SPD with telephone line protection)
- Laser printers
- Digital duplicators
- Plotters

*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.*





*I have been using EFI Surge Protectors since 1999. I have been very pleased with the ServiceTracker program. They take care of my claims in a very timely manner with very few problems. We are putting them on every copier we sell. I would highly recommend this program to everyone.*

– Chris Yaney, Service Support Manager  
Allen Business Machines

*We have been using EFI's products and ServiceTracker program for over ten years. EFI products protected our customer's equipment and has helped to reduce service calls. The ServiceTracker program has helped to reduce our board repair and replacement costs. EFI's ServiceTracker Warranty Protection Program has processed and paid our board claims in a timely manner.*

– Tom West, Corporate Service Trainer  
Les Olson Company



EFI Electronics Corporation  
1751 South 4800 West  
Salt Lake City, Utah 84104  
www.efinet.com  
04/04 BR04B

### Step 3. Register the ServiceTracker+ Program

Register on-line at [www.efinet.com/servicetracker](http://www.efinet.com/servicetracker) or submit a completed ServiceTracker+ Registration Form within 45 days of installing the ServiceTracker+ SPD. Registrations submitted after the 45-day grace period become void. Incomplete registration forms will not be activated and will be returned to the dealer for additional information.

### Step 4. File a Claim

File a claim on-line at [www.efinet.com/servicetracker](http://www.efinet.com/servicetracker) or submit a completed ServiceTracker+ Claim Form to EFI Electronics within 60 days of the date of damage to the printed circuit board.

Mail: EFI Electronics Corporation  
ServiceTracker+ Program  
P.O. Box 26816  
Salt Lake City, UT 84126-0816

Fax: 1-801-977-0200

Once the claim is approved, tag the damaged printed circuit board with the repair authorization claim number and send to the ARC that is identified on the approval notice, along with a copy of the approved ServiceTracker+ Claim Form.

The ARC will repair the printed circuit board. If ARC determines that the printed circuit board cannot be repaired, or if the repair cost would exceed the replacement cost, EFI will reimburse to the dealer the cost of replacing the printed circuit board.

Authorized Repair Centers (ARC):

**Ambassador Tech Services**  
555 Plate Drive, Unit #11  
East Dundee, IL 60118  
Attn: Dan Lentino  
800-344-4PCB (4772)  
[www.mpcb.com](http://www.mpcb.com)

**Nation-Wide Repair Services, Inc.**  
7864 Barton Street  
Orlando, FL 32808  
Attn: Jeff Laughlin  
[jlaughlin@nwrsinc.com](mailto:jlaughlin@nwrsinc.com)  
800-798-1814  
[www.nwrsinc.com](http://www.nwrsinc.com)

**Hytech Dealer Service, Inc.**  
3600 Vineland Road, Suite 121  
Orlando, FL 32811  
Attn: James Clough  
[jclough@repairpcb.com](mailto:jclough@repairpcb.com)  
800-883-1001  
[www.repairpcb.com](http://www.repairpcb.com)

The ServiceTracker+ Program does not cover the following:

- (a) Damage or loss associated with acts of God such as flood and earthquake, war, vandalism, theft, abuse, non-authorized modification or alteration of ServiceTracker+ SPD.
- (b) Any incidental, indirect, special or consequential damages arising out of the sale or use of any ServiceTracker+ SPD (including without limitation all freight, mileage, travel time, lost profits, business interruption, and/or loss of data.

### Step 5. Changing a ServiceTracker+ Registration

It may become necessary to edit a ServiceTracker+ registration or replace the connected equipment. This may be done on-line at [www.efinet.com/servicetracker](http://www.efinet.com/servicetracker) or by completing a Registration Change form. If changing the connected equipment using the Registration Change Form, submit a \$15 processing fee with the form.

The \$15 processing fee will be waived if the change is completed on-line at [www.efinet.com/servicetracker](http://www.efinet.com/servicetracker).

The new equipment connected to the previously registered ServiceTracker+ SPD will be covered for the remaining life of the original or renewed registration when EFI is notified of the change.

### Step 6. Renew a ServiceTracker+ Product

The dealer may renew the ServiceTracker+ program on an expired ServiceTracker+ SPD for an additional twenty-four (24) month period by:

- (a) Completing the ServiceTracker+ Registration Renewal Form on-line or by submitting to EFI a completed form by mail.
- (b) Submitting a \$29.95 renewal fee.

### Questions about the ServiceTracker+ Board Repair Program

Please visit [www.efinet.com](http://www.efinet.com) or call 1-800-317-5205.