

# HiTi Support



Choose the level of support you need!

**Silver Cover** - Included free of charge with every purchase of the HiTi printer CS-200e & CS-220e

**Gold Cover** - Only £99 per annum for a fully comprehensive plan

Our HiTi service engineers are **fully trained** to support the CS-200e & CS-220e printers at our technical centre in Portsmouth. We have a fully equipped **workshop** with a full range of spares and a dedicated support telephone & email service.

## What's Included in Silver?

### Free

- 3 year return to base machine repair
- **45 days** of Telephone Support
- Unlimited Email Support

## What's included in Gold?

**£99 per annum or £250 for 3 year cover**

- 3 year return to base machine repair
- **Full** Telephone Support
- Unlimited Email Support
- **FREE** loan printer during any repair\*<sup>1</sup>
- Annual Printer Service\*<sup>2</sup>
- **HiTi Connect** - Free consultation and advise on how to get the most out of your printer for Encoding Magnetic Stripe and Smart Cards\*<sup>3</sup>

<sup>\*1</sup> Universal Smart Cards will send out a loan printer to minimise downtime if your printer needs repair. This is limited to a maximum of 3 printers being sent out per year.

<sup>\*2</sup> Return the printer once a year for a comprehensive check and service by our fully trained service technicians. Universal Smart Cards will cover the cost to return the printer back to you.

<sup>\*3</sup> Our free consultation will be via telephone and will be limited to two hours. Additional support is available on request and can be charged on a time basis.

#### A. Support Coverage.

Universal Standard Silver Support Cover is included with our HiTi range of printers includes 3 years Return to Base repairs, 45 days from the date of delivery of telephone support and lifetime email support.

Universal Gold Support Cover is available only to customers in the UK & RoI, EU, & North America - £99 per year per unit or £250 for 3 years.

Enhanced support is available to cover printers under Gold cover for an annual fee. One and three years extended support is available.

#### B. How to use your HiTi Gold Support Cover

1) If you experience issues with your HiTi Printer and you have a Gold Cover Contract please contact HiTi Technical Support on +44 (0) 333 700 0079 or [hiti-support@usmartcards.com](mailto:hiti-support@usmartcards.com) in order to resolve your issue.

2) If Universal Technical Support is unable to resolve the issue by telephone and email support, an RMA Authorisation number will be generated for you. The HiTi product's model and serial number will be required and checked on the Support Database.

3) Under Gold Cover a loan unit will be available if required. Please remove the Printer Ribbon from the faulty unit as that will be required when you receive the loan unit. Universal will dispatch the loan unit when delivery address, recipient and contact phone number has been provided. Once loan unit is received, please install, insert your ribbon and check that the loan unit is working properly.

4) As soon as practically possible, ship your faulty HiTi printer back to Universal in the box in which the loan unit was shipped using the shipping labels provided. The faulty unit must be received by the Universal Technical Centre within two weeks or loan charges of £20 per day may be applied. Please also mark the RMA number on the box for reference.

5) When your product has been repaired it will be sent back to you. On receipt, please return the loan unit within 10 working days. After a period of 10 working days, unless agreed in writing by Universal Smart Cards, a rental charge of £20 per day will become payable.

6) If your HiTi printer is beyond economic repair, a replacement printer will be supplied. The warranty cover period will coincide with that already in place for the faulty unit.

7) The shipping costs incurred in sending the original product for service and returning the loan unit are the responsibility of the customer. Universal Smart Cards will bear the cost of sending the loan unit out and returning the repaired item.

#### C. Thermal Print Head failure.

a) The Thermal Print Head (TPH) is covered for a maximum of 2 years. If the TPH fails for any reason, the TPH should be removed and returned to Universal Smart Cards. We will dispatch a replacement TPH assembly as soon as the defective TPH assembly arrives at Universal Smart Cards. Any claims for a replacement TPH where the failed TPH is not returned may be rejected by USC.

#### D. Exceptions

1) Universal Gold Support Cover is specific to one product as identified by the unique manufacturer's serial numbers. The Gold Cover premium will be provided on fully paid up warranties. Universal Smart Cards will use its best efforts to ensure that an adequate supply of loan units is available. However, in circumstances of exceptional demand, it may be necessary to delay shipment of the loan unit.

#### E. Warranty limitations:

The warranty does not apply to HiTi printers that have been:

- o Damaged through physical mishandling
- o Damaged through operation in environments which are outside normal office conditions in terms of corrosive atmosphere, temperature, humidity, shock or vibration
- o Improperly installed or interfaced to other products which may exhibit software problems or expose the HiTi printer to irregular voltages or control signals
- o Used with consumables from a source other than HiTi originals.
- o Serviced or interfered with by anyone other than a HiTi authorised service provider
- o Standard Warranty applies to printers not covered by Universal Gold Support Cover

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