

# PRINTER SERVICE & REPAIR INFORMATION

Most of our portable printers do have a “flat fee” repair cost, if the printer is no longer under warranty. The fees listed below include all parts, labour, cleaning, firmware upgrades if available, 90-day after service warranty, and the cost to ship the printer back to you. Accessories, cables, battery pack and AC power supply are not included.

**For all repairs and services, please ensure you obtain a Service Notification Number (S/N) from Carroll Australasia.**

A purchase order is required upfront for flat fee repairs. For printer repairs where you will require a quote for the final cost of the repair, we will need the purchase order from your once you have approved the repair quote.

**To get a repair authorisation, the minimum information we need from you is:**

- ▶ Your location
- ▶ The printer model being repaired
- ▶ The printer serial number
- ▶ A brief description of the problem
- ▶ A purchase order
- ▶ End user proof of purchase (only required when claiming under warranty).

**Without a purchase order, no service or repair will commence on the printer returned to Carroll Australasia. To avoid delays, please ensure the purchase order is placed as soon as possible.**

You can request a repair authorisation by calling Carroll Customer Service at 1800 777 458.

\*Please note, the inspection fee includes a general service, this is a charge for all printers. If the printer requires a repair and you choose to proceed, the inspection fee is waived and a repair quote will be provided.

NOTE \*: We do not repair the BMP21 , BMP41, BMP51, BMP53, M211, M511, BMP21LAB, M410, M510 printers under any circumstance. If any of these printers is under warranty and defective, we will replace it. You will need to speak to Carroll Technical Support to have them determine if the printer is defective, or if it is something which can easily fixed over the phone.

\*\* Items that have been dropped or have suffered severe handling damage are exempt from fixed price repairs and will be charged according to a Labour and Parts cost which will be quoted before repair commences. Please ensure that your printer can be sent back in original packaging. If this is not possible, please send the printer back in an alternate box with sufficient padding to avoid being damaged in transportation. Please note: Repair is when any components are being replaced. Service is general maintenance of the printer.

| CLASS 1 (2 DAY TURN AROUND)** | CARROLL CUSTOMER REPAIR | CARROLL CUSTOMER/ INSPECTION SERVICE |
|-------------------------------|-------------------------|--------------------------------------|
| BMP71/M710                    | \$754                   | \$207                                |
| BMP61/M610                    | \$754                   | \$207                                |
| M611                          | \$754                   | \$207                                |

All pricing excludes GST.

| CLASS 2 (5 DAY TURN AROUND)** | CARROLL CUSTOMER REPAIR | CARROLL CUSTOMER/ INSPECTION SERVICE |
|-------------------------------|-------------------------|--------------------------------------|
| BBP11/12                      | \$518 + PARTS           | \$388                                |
| BBP35/37/85                   | \$518 + PARTS           | \$388                                |
| J2000/5000                    | \$518 + PARTS           | \$388                                |
| I5100                         | \$518 + PARTS           | \$388                                |
| I7100                         | \$518 + PARTS           | \$388                                |
| I3300                         | \$518 + PARTS           | \$388                                |
| S3100                         | \$518 + PARTS           | \$388                                |
| S3700                         | \$518 + PARTS           | \$388                                |
| A5500, A6200, A6500           | \$518 + PARTS           | \$388                                |

All pricing excludes GST.

## IMPORTANT!!

**All repair/service work requires a purchase order & S/N number attached to each printer on delivery to Carroll Australasia. End User proof of purchase is also required if the printer is under warranty.**

THE WIRING ACCESSORY SPECIALIST QUALITY STANDARD SERVICE GUARANTEE EXCEPTIONAL CUSTOMER SERVICE RELIABLE DIVERSE RANGE