

Service Plan Price List For Gerber Technology Sign and Graphics Products

Service Plan coverage is available only for equipment that is in normal working condition. Service plan coverage begins upon expiration of any existing warranty or service plan coverage. For equipment not currently under warranty or service plan, service plan coverage begins 90 days after receipt of payment and may require a qualified inspection at Gerber's current service fees.

Non-working equipment not currently under warranty or service plan will be evaluated at the factory and repaired under Gerber's published Parts and Labor Repair rates. The customer is responsible for freight charges both ways. On-site repairs, where applicable, will be quoted per incident. Please refer to the Gerber Service Price List – FastFacts Document #2009.

Entitlement	Description	Gerber Guardian Hardware	Gerber Partner Hardware	Support First Software	No Service Plan Coverage
Priority On Site Service Response Time	Priority over all On Call service requests	2 Days	3 Days	N/A	Best Effort
Factory Depot Labor	Labor time performed at the factory	✓	✓	N/A	List price
On Site Labor	On site labor time - contract coverage ensures priority over on call customers	✓	25% off List Price	N/A	List Price
Travel Labor	Portal to portal travel time - contract coverage ensures priority over on call customers	✓	25% off List Price	N/A	List Price
Travel Expense	Airfare, car rental, hotel, meals	✓	List Price	N/A	List price
Freight- Equipment	Freight when equipment is returned to factory for repair	✓	List Price	N/A	List Price
Unlimited Priority Telephone Support	Technical Support via telephone or email to assist with and resolve hardware and software issues.	✓ within 1 hour	✓ within 2 hours	✓ within 1 hour	List Price, best effort response time
Service Parts Coverage	Major service parts	✓	✓	N/A	List Price
	Consumables and wear items	List Price	List Price	N/A	List Price
	Shipping	✓	List Price	N/A	List price
Service Parts Warranty	Warranty period for contract covered parts, excludes Consumables	Duration of Contract	Duration of Contract	N/A	90 Days

On Site Labor, Travel Labor, and Telephone Support are available during standard working hours, Monday through Friday.

GERBER EDGE contracts include 1 print head per contract year.

enVision 375 PLUS plans include up to 1 carriage per contract year

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Hardware Product	Part #	Gerber Guardian Plan Annual Rate	Part #	Gerber Partners Plan Annual Rate
EDGE FX printer	GGFX	\$1,450	SPFX	\$900
EDGE FX printer bundled with an enVision 375 PLUS (includes up to 1 carriage assembly per year)	GGFXENVCA	\$3,000	SPFXENVCA	\$2,450
EDGE FX printer bundled with an enVision 375, (does not include carriage assembly)	GGFXENV	\$2,000	SPFXENV	\$1,450
EDGE FX printer bundled with a GSx+, or GS15+ plotter	GGFXGS	\$2,000	SPFXGS	\$1,450
GSx+, GS15+ or GS750+ plotter	N/A	N/A	SPP	\$750
enVision 375, enVision 750 (does not include carriage assembly)	N/A	N/A	SPENV	\$750
enVision 375, enVision 750 PLUS (includes up to 1 carriage assembly per year)	N/A	N/A	SPENVCA	\$1,750
Software Product		Support First Annual Rate		
OMEGA software version 6.0 or newer	SF59631	\$459		

Prices listed are for one year.

Discount Specials available on Gerber Service Plans:

- For Equipment in warranty: Save 5% on a two, three, or four-year plan. Save 10% on a five-year plan.
- For equipment being repaired: Save 20% on a Service Plan when purchased with a Parts & Labor Repair. (Discounted pricing only available on first year of coverage.)

Please see the Plan Enrollment Forms for complete terms and conditions.