



# SafeGuard

## For your Ax-Series Printer

**Remote monitoring, diagnostics and service cover for your printer – to ensure your coder is available when you need it.**

Protecting planned production time is essential - this is why all SafeGuard packages include access to Domino Cloud, providing users with customer dashboards, OEE performance data, remote monitoring, email alerts and more.

### All **SafeGuard** packages include:

- Remote diagnostics and helpdesk support for a fast fix of problems.
- Online performance dashboards via your smartphone, tablet or PC.
- Genuine Domino spare parts to maintain printer efficiency and uptime.
- Access to online training resources for operators.
- User selectable email alerts on the printer status.
- OEE/ report screen containing production line Overall Equipment Effectiveness (OEE) performance statistics and consumable usage overviews.
- Flexible payment options including quarterly or annual payments.

### Our range of **SafeGuard** packages include optional elements of:

- Annual or quarterly optimisation visit.
- Weekly performance reports via your smartphone, tablet or PC.
- Priority technician response.
- 24/7 technical helpdesk support.
- Remote monitoring via insignia helpdesk.



### **SafeGuard Packages**

	SafeGuard 200	SafeGuard 300	SafeGuard 400
Parts & Labour	✓	✓	✓
Remote diagnostics *	✓	✓	✓
Customer Dashboards *	✓	✓	✓
Selectable email alerts *	✓	✓	✓
OEE/Report screen *	✓	✓	✓
Online Training Resources	✓	✓	✓
Annual Optimisation	✓	✓	✓
Quarterly Optimisation		✓	✓
Priority response		✓	✓
Customer Reports		✓	✓
Remote monitoring *			✓
24/7 Helpdesk			✓
<b>Payment Options</b>			
5 Years Upfront	\$6420	\$7850	\$9250
Annual Price	\$1350	\$1650	\$1950
Quarterly Price	\$360	\$440	\$520
Monthly Price	\$125	\$155	\$185
* Domino Cloud enabled			



## SafeGuard Agreement Terms

### Replacement Printer Parts

Replacement of parts due to normal wear and tear for the duration of the agreement period is included. Parts replaced under the agreement must be approved by insignia's Technical Support Helpdesk team or a technician, and will only apply to the serial numbered printer unit. Printer damage or neglect will not constitute spares replacement under the agreement.

### Repair Service and Priority Response

Includes labour and call out charges required to perform repairs on the Domino printer(s). This applies during standard business hours 8:00am to 5:00pm Monday to Friday, excluding public holidays. We will require a Purchase Order to attend site. If your SafeGuard package includes priority response, your technician's visit will be scheduled ahead of visits to customers who don't have priority response.

### Remote Monitoring and Diagnostics and Email Alerts

insignia will install a Domino Cloud Interface ("DCI") which sends printer data to Domino via the mobile data network and/or your company network. It does this without compromising your network security. For optimum support the DCI should be switched on at all times, and then you will also be able to access online performance dashboards for your printers. User selectable email alerts will inform you of your printer's status and allow you to take action before a fault occurs. In the event of a problem, insignia's Technical Support Helpdesk will use the data transmitted by the DCI to diagnose the resolution and get you working again quickly. As a minimum the DCI must be switched on during the Helpdesk call. If your SafeGuard package includes remote monitoring, then insignia will monitor the status of your printers. If a problem is detected, an insignia Helpdesk team member will contact you to resolve the problem during standard business hours (8:00am to 5:00pm, Monday to Friday, excluding public holidays).

In both cases if the problem cannot be resolved remotely, then insignia will schedule a technician visit under your replacement printer parts and repair service cover to fix the printer.

### OEE/ Report Screen

Printer metrics can be monitored remotely that contribute to the printer OEE calculation. You will have access to data relating to print count statistics and print run rates, and ink and makeup levels used. Weekly OEE reports will tell you the status of your production at a glance, giving insight for line improvement and lean manufacturing initiatives.

### Access to Online Refresher Training

You will have access to these online tools for the duration of your SafeGuard package.

### Annual Optimisation Visit

An insignia technician will visit your site once per year, normally as part of an existing service visit, and review the

printer in terms of print quality, reliability and safety. The printer does not need to be taken offline during this review. The technician will physically inspect the printer, conduct a range of print quality checks and review the critical ink parameters. The technician will also check the operation of any external Domino accessories, review the printer fault log and safety procedures around the printer. The technician will provide a short report including recommendations for longer term consideration based on the latest knowledge and best practices.

### 24/7 Phone Support (where included)

Our Technical Support Helpdesk will support your operators and maintenance staff with troubleshooting round the clock. Customers must have the serial number of the printer requiring support at the time of call. If your SafeGuard includes remote monitoring this will also be supported 24/7.

### Conditions

The agreement is only valid if genuine Domino consumables are used in the printer. The printer must be used within its normal operating parameters as specified by Domino on the Technical Datasheet. The associated ink must be operating within the conditions set out on the Ink Product and Technical Datasheets. Operators must be sufficiently trained in the following areas in order to remedy basic queries relating to the day to day running of the machine: changing of cartridges and i-Tech Modules; head cleaning (EHT plates and charge electrode); message entry and amendments; adjustment of sensor/encoder settings; jet alignment. This training will be provided as part of the installation package. Further training can be provided through our Online Refresher Training, or additional onsite training can be provided as required.

The machine must be installed by an insignia technician or approved by insignia prior to being put under this agreement. Any changes in the printer location or working environment must be advised to insignia prior to the change taking place.

### Exclusions

The agreement will not cover issues or faults caused by power failures or interruptions; non-Domino approved installations; operator damage or neglect; faulty settings; faults caused by non-Domino approved external software or ancillaries/accessories being connected to the printer; faults that could have been remedied by the operator with appropriate training as described above. Such issues may be identifiable using our remote diagnostics but in the event that we attend site and identify such issues, we will use the Purchase Order provided to cover the charges.

### Terms and Conditions

Full terms and conditions are available on request and will be supplied with confirmation of your agreement