



Who cares for your
machine like you do?

We do.

Streamline® Wide-Format Care Plan

working for you.





Sun Chemical's Streamline® Wide-Format Care Plan.

Sun Chemical's Streamline® Care Plan is an essential part of our Streamline® offer. Our Care Plan maintains your machine for maximum production efficiency and in the event of a breakdown, quickly restores your machine back to full production. A well maintained machine not only gives you peace of mind, but will also ensure that you enjoy the full range of benefits from using our Streamline® products.

The engineering and technical support team is fully trained and conversant in the operation and maintenance of most common printers. They understand the relationship between ink, media and the production environment. This knowledge, coupled with a clear understanding of market requirements, enables them to provide information on the most frequently asked questions and common practices throughout the different markets and businesses.

Sun Chemical's business strategy of continuous improvement ensures that market information and technical feedback reports are used to improve future products. This is a fundamental reason why each new generation of Streamline® products better meets the customer's needs. This philosophy ensures that Streamline® products and services remain a safe and logical choice for our customers.

Sun Chemical's Streamline® Care Plan is available throughout the UK for all Streamline® customers.

Thank you for choosing Streamline®



Tony Cox

Business Manager Streamline®



Priority Response.

Sun Chemical's Streamline® Customer Care Plan covers your machine against breakdown to the same comprehensive level as the original manufacturer. The Streamline® Care Plan provides for a priority response from our team of highly qualified engineers and includes unlimited call-outs, parts and labour*. We are committed to providing the highest level of service to ensure your machine breakdown is quickly and efficiently repaired with the minimum of down time. Our Streamline® Care Plan is available for most of the popular wide-format solvent printers and is the perfect partner for our high quality Streamline® inks.

Competitive Pricing.

Each Streamline® Care Plan is economically priced and available on a fixed term 12 month contract. This is payable in advance to your local Streamline® authorised distributor. Alternatively, you may wish to consider a flexible payment plan. Payment is made in monthly instalments by standing order. Your Streamline® distributor will happily discuss the payment options available for your machine.

Pre-Contract Inspection.

Your Streamline® Care Plan application requires a pre-contract inspection for our engineer to assess the condition of the machine. This is a chargeable visit and comprises a 40-point service inspection. Should any parts be found to be defective during the inspection, our engineer will discuss the options available to you and the cost to return the machine to a condition required for acceptance into the Streamline® Care Plan. Contract exclusions may apply for working parts on your machine that have exceeded the manufacturer's life expectancy.

Complimentary Service on Renewal.

We want to look after your machine for as long as you wish to keep it, so for each successive renewal of your Streamline® Care Plan we'll provide a full complimentary service at the start of the new contract. This will include parts and labour, although exclusions may apply for parts that have exceeded the manufacturer's life expectancy.

The Perfect Partnership.

We like to keep things in the family, so our Streamline® Care Plan is only available for those machines using our Streamline® solvent inks. Streamline® inks have been carefully formulated to match the same exacting standards as the original manufacturer's inks. Please contact your local Streamline® authorised distributor to learn more about our Streamline® compatible ink systems.



Machines Covered:

- Mimaki JV33 Series
- Mimaki CJV30 Series
- Mimaki JV5
- Mimaki JV3
- Mimaki JV300
- Roland Pro II Series
- Roland Pro III Series
- Roland Pro IIII Series
- Roland Versacamm Series
- Uniform Series
- Mutoh ValueJet Series

working for you.



Contacting our Help Desk.

We are committed to fixing your machine quickly and efficiently. In the event of a breakdown, our Help Desk will ask for all relevant machine details including the make, model and description of the breakdown. An engineer will contact you within two hours and prioritise our response; some breakdowns can be fixed quickly over the telephone. If the problem requires an engineer visit, we will endeavour to be with you within 48 hours*.

Key Benefits:

- Parts and labour included
- Priority response
- Help desk telephone support
- Competitive prices
- Flexible payment options
- Full complimentary service upon renewal



For more information on the key benefits and machines covered by our Streamline® Wide-Format Care Plan, speak to your local Streamline® approved distributor or contact Sun Chemical on 0161 602 5201



quality

service

innovation

A partner who transforms with you.

Today's environment requires more than change. It demands transformation – and a partner who's willing to transform with you. As the world's leading producer of inks and pigments, Sun Chemical gives you over 8,000 people working in 250 locations in 56 countries. And every one of those people is working every day to create new solutions for the increasing challenges in packaging, publication, coatings, plastics, electronics, brand protection, and product authentication. We are committed to meeting your needs, while never losing sight of the business essentials: reliable, on-time delivery, consistent product quality, dependable service, and ground-breaking innovation. As you move forward into a world of stiffer competition, faster turnarounds, more complex printing demands, and sustainable products, count on Sun Chemical to be your partner.

For further information please contact:

working for you.

www.sunchemical.com

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