



November 28, 2018

Dear Valued Customer,

It is well known that the book printing / graphic arts industry is in a state of change. In this past year alone, we have experienced an unprecedented number of mergers, acquisitions, and bankruptcies. Consequently, there has been significant movement of our machine installation base. During these challenging times, it is more important than ever for our customers to keep production flowing efficiently and reliably. This has prompted us to reexamine our service policies and to introduce a plan to better serve our customers and allow for the on-going high quality support on which we have built our reputation.

As of Jan 1, 2019, GP2 will be offering Annual Service Plans to companies which own and operate GP2 equipment. While it is not necessary to purchase a Service plan, it will offer several cost saving opportunities.

Benefits of the Annual Service Plan include:

- Phone and on-line support during regular business hours
- Discounted labor rate of \$950 per day for onsite service
- 10% discount on all replacement / wear items
- Additional discounted rates for annual / semi-annual onsite service
- Access to our customer service portal providing on-line training and how-to videos and downloads

2019 rates for companies choosing to access GP2 service without an Annual Service Plan:

- Pay as you go for phone and on-line service at the rate of \$75 (\$150*) per hour
- Labor rate of \$1,200 (\$1500*) per day for onsite service
- Standard pricing on all replacement / wear items

*Rates for equipment not purchased from GP2

NOTE: There will be no charge for calling/emailing GP2 for help identifying/ordering parts or for tech support for machines still under warranty.

Please call 802-888-2956 or 603-226-0336 or email sales@gp2tech.com today for a service plan quote and further information. Otherwise, please note our new service policies and know that we are here to support you as always.