



Dear Valued Customer,

It is well known that the book printing / graphic arts industry is in a state of change. During these challenging times, it is more important than ever for our customers to keep production flowing efficiently and reliably. We are expanding our service department to better serve our customers and allow for the on-going high quality support on which we have built our reputation.

GP2 offers 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
- Reduced labor rate of \$1200 per day for on-site services
- 10% discount on all replacement / wear items
- Access to our customer service portal providing on-line training and how-to videos and downloads

**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 \$100 (\$200\*) per hour
- Labor rate of \$1,500 (\$1750\*) per day for onsite service
- Standard pricing on all replacement / wear items

\*Rates for equipment not purchased from GP2

**Service Plans must be in effect for a minimum of 30 days before reduced on-site labor rates are applicable.**

**NOTE: Assistance in identifying and ordering parts are free of charge. Phone or On-line Tech support for machines still under warranty are free of charge.**

Please call 603-226-0336 or email [sales@gp2tech.com](mailto:sales@gp2tech.com) today for a service plan quote and further information.