

# Printer Support

## Post Warranty Support



Sherlock Services is an independent service provider on many different brands of printers, such as HP, Zebra, Printronix, Lexmark, Canon, Epson, Okidata, Monarch, and Tally / Genicom. We offer service contracts or T&M support in most major cities across the U.S. along with a large inventory of refurbished printers.

### Sherlock Services

Since 1991 providing experience and dedication supporting multi-vendor environments

Sherlock Services is one of the premier post warranty providers of hardware and software support for HP, 3PAR, Hitachi, Compellent, IBM, LSI, Dell, Sun, EMC and various other products. The Sherlock Services Mission is to maintain our customer's infrastructure so that they can operate 24x7x365 without interruption to their business.

Sherlock Services offers support contracts that vary from 5 day - 8am-5pm next day response to 24x7 - 4 hour response depending on your needs. With local parts and technicians, we are able to solve hardware failures quickly and cost effectively. With our Proactive Health Check Assessment, we discover potential problems in advance to avoid possible future downtime. Our support technicians are fully certified and are capable of performing assessments, installation, maintenance, and administration of all systems, storage, printers and peripherals.

We provide support for the following models:

#### Hewlett-Packard

- Black & White LaserJets
- Color LaserJet Printers
- Line Printers
- Multi-Function Printers

#### Canon

- Black & White Lasers
- Color Laser Printers

#### Lexmark

- Black & White Lasers
- Color Laser Printers
- Multi-Function Printers

#### Okidata

- All Impact Printers

*Note: Not all supported products may be listed*

#### 8am – 5pm Next Day Support Package

- Hardware break / fix (audit required)
- Basic O/S remedial support
- 4 hour maximum call back from our help desk
- Next day parts
- Monday-Friday 8-5 remote telephone support

#### Shelf Ready Sparing Service

- We will repair spare printers for replacement of failed printers to keep your business going.
- Replacement printers are generally repaired and returned 3-5 business days.

#### Tally / Genicom

- 6000 Series Printers
- Line Printers

#### Zebra

- Desktop Printers
- RFID Printers
- Industrial Printers

#### Printronix

- 5000 Series Printers
- 7000 Series Printers
- 8000 Series Printers
- Thermal Printers



### NEED DATA CENTER EQUIPMENT MOVED?

Let Sherlock Services help you design an action plan to minimize downtime, control spending, reduce liability, and provide a smooth transition. With years of experience in moving equipment, we are capable of moving a single system or a whole computer room. Whether it is between buildings on the same campus or across the country, we can get the job done.



Relax... We've Got You Covered...

866.827.6804  
SherlockServices.com