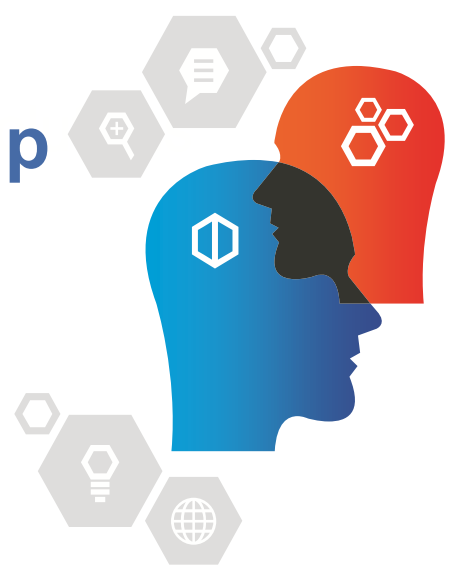


Quick Action Group EXASmart[®]



DEPOT

Your printers can be returned to EXA systems for repair. A ticket will be offered to you for the return with the transport details and the task will be assigned to a technician. The repair is guaranteed.

ONSITE

Our technicians come to you free of charge¹ within 4 hours². Parts replacement is done on site. The service contract EXASmart[®] also includes 2 preventive visits per year to protect your investment.

CUSTOM

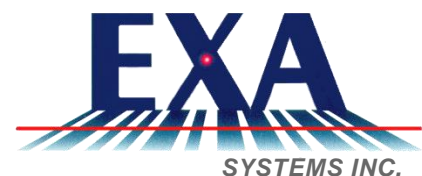
An EXASmart[®] service contract can be tailored to your needs. Let's talk about it!



- **EASY:** When you have a service contract, the EXA technician comes to your office to complete the repair within 4 hours¹.
- **SAFE :** EXA's technicians have been trained by the manufacturers. We have the qualifications to repair your printers.
- **SMART :** Your label printers help you gain efficiency and accuracy, better serve your customers and reduce operating costs. To get the most value out of your equipment and maximize its impact on your business, you need to maximize its uptime.



No matter your industry, the size of your business, the level of service you need, EXA offers you the support services that meet your needs. We offer complete repair services that cover accidental damage or mechanical breakdowns as well as preventive maintenance to protect your equipment on a daily basis. With a wide variety of options, you can choose the package that best suits your needs today and grow it as you wish. Want to keep your thermal printers safe? Rely on assistance services EXASmart[®], it is so easy... and smart!



TECHNICAL SUPPORT

We want a long-term and profitable business relationship. That's why our technical support is able to support you and configure the label printers.

USER INTERFACE

With user-friendly and simple tools, our professional services can develop the necessary software applications to facilitate the creation and printing of labels.

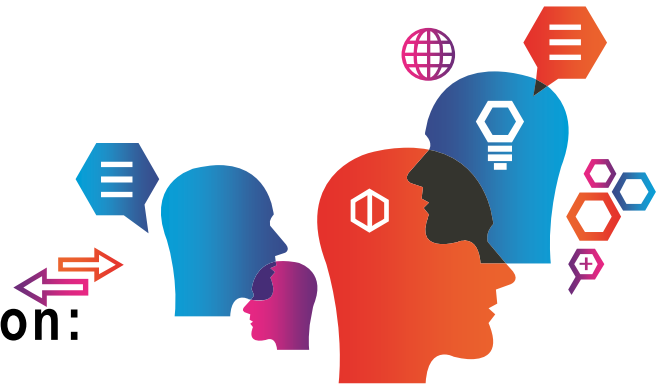
TURN-KEY SOLUTION

The term "turnkey" comes into its own with EXA. We make sure that our solutions are easy to use and maintain.

For more information on our products and services, visit us at: www.exainc.com



General presentation: Quick Action Group



There is a **EXASmart®** support plan to suit every budget :



Characteristics

- Onsite, return to depot or tailored contract available;
- Length of contract : 1, 2 or 3 years;
- Parts covered⁴ (except print head and cutters, labor and travel (if applicable));
- Changed parts will be replaced by new ones;
- Preventive calls included¹;
- Service Level Agreement : 4 hours¹²;
- Priority access to our QAQ;

Why choose the EXASmart® protection

• Parts	• Average price	• EXASmart® advantages
MOTHER BOARD :	1000\$	COVERED ³
ROLLER PLATEN :	150\$	COVERED ³
STRAPS :	45\$	COVERED ³
SENSORS:	75\$	COVERED ³
POWER SUPPLY :	450\$	COVERED ³
PRODUCTIVITY LOSS :	\$\$\$	MINIMAL
TRAVELLING :	1.25\$ /km	COVERED ³
HOURLY RATE :	120\$ /hour	COVERED ³

* Cost based on 5 years of use

Entrust maintenance and repairs to the experts at EXA Systems. With our **EXASmart®**, assistance service, it's so easy.



MONTREAL - TORONTO - VANCOUVER
Tél 1.800.392.5383
www.exainc.com

1 According to the territory served by EXA
2 Best effort
3 Into a normal use
4 Print Head and cutters not covered