



Relax Agreement Benefits

Replacement Parts – Includes replacement of parts due to normal wear and tear for the duration of the maintenance agreement. Part replacement must be approved by Domino's technical phone support team or field service technician. Printer abuse or neglect will not constitute spares replacement under the agreement

Repair Service – Includes labor and travel required to perform service on the Domino printer(s) during standard normal business hours. Before repair service is scheduled, customer must go through the phone troubleshooting process with the Domino technical support team and act upon the advice and recommendations offered. Service exchange instead of repair option is included where applicable. Excluded from coverage is routine operator maintenance and service necessary due to printer abuse or neglect

Priority Response – Priority emergency call escalation elevates the technician dispatch priority level over non-agreement customers

Firmware and Software upgrades – Software and Firmware upgrades will be offered up to the latest revision supported by your hardware free of charge while under the agreement

Head Assure Program (C, V & M - Series) – Users of certain technologies should plan for the occasional replacement of consumable items* such as print heads and print engine modules. The Relax programs include the Domino Head Assure Plan which is applicable for C, V & M-Series technologies. This agreement will provide a 30% discount from prevailing list price should replacement of a covered item be necessary

* Print module and print head represent universal terms to reflect the consumable parts of certain technology. Domino's current standard terms and conditions of sale shall govern this agreement and all benefits included herein.

Filter Program (DPX Units) – Included is the pre-scheduled shipment of filters necessary for completing filter changes at the factory recommended interval for most applications. This interval is the replacement of pre-filters every three months (quarterly) and replacement of the main filter every 12 months (annually)

Accidental Damage Protection – A 30% discount is offered for labor, travel, and parts required repairing the system caused by accidental damage, misuse or neglect

Enhanced Phone Support – 24x7, 365 phone support to assist your operators & maintenance staff with their troubleshooting. Customers must have the model number and serial number available at the time of call

Remote Diagnostics (Where applicable) – Remote diagnostics capabilities for all printers in which Domino has remote access. Service Available from: 7AM–5PM Central Time, Monday through Friday, excluding major holidays

E-mail Technical Support – 24 hour response time to all technical support troubleshooting requests or printer inquiries sent to techsupport@domino-na.com from: 7AM–5PM Central Time, Monday through Friday, excluding major holidays

Certified Domino Training Discount – A 15% discount will be offered for any additional training requested by the customer

Augmented Reality – All levels of Relax will include real time video support using our Domino Augmented Reality interface. Domino Help Desk agents, during working hours, can initiate a live video call through your smart device. This live interaction can quickly pinpoint the root cause of any issues you may be experiencing.