



The **SafeGuard** Range of Service Agreements

Guard Your Investment with Added Protection

SafeGuard 100 Extended Warranty

SafeGuard 100 is an extension of the manufacturer's warranty. It can solve the service and spares challenge with predictable payments and manageable costs.

With **SafeGuard 100** in place, we provide up to 7 years' comprehensive coverage for all breakdown calls once qualified by the Domino Helpdesk. This removes the risk of spares and service costs and is equivalent to buying full insurance on your capital investment.

SafeGuard 200 Extended Warranty Plus

SafeGuard 200 is an upgrade of the Extended Warranty product. This agreement includes all of the benefits of the warranty plus a proactive visit annually from a Domino Technician.

This plan is designed for those customers looking to Domino for regularly optimizing the code quality, safety inspections, and while a technician is on site, additional operator training. It is the next level in a partnership between your customers and the Domino Technical staff.

SafeGuard 300 Service Program

The **SafeGuard 300** partnership is a service program that is customized to your plant's needs. This program also includes timely optimization services ensuring your Domino machines continue to run at peak performance as well as the built in opportunity to customize our service to your production requirements.

This is our most comprehensive package and is designed be a true partnership between Domino Technical Services and your production teams.

	SafeGuard 100 Extended Warranty	SafeGuard 200 Extended Warranty Plus	SafeGuard 300 Service Program
Full Warranty			
Labor	◆	◆	◆
Travel	◆	◆	◆
Parts	◆	◆	◆
Annual Optimization Visit			
Print Quality Checks		◆	◆
Review Safety Procedures		◆	◆
Implement Applicable Upgrades			◆
Operator Training			◆
Augmented Reality			
Real Time Visual Support	◆	◆	◆
DCI (Where Applicable)			
Dashboard	◆	◆	◆
Online Training Library	◆	◆	◆
Proactive Alerts			◆
Proactive OEE Reports			◆
Customizable Service Offerings			◇
Localized Offerings			
Accidental Damage (30%)	◆	◆	◆
Head Assure Program*	◆	◆	◆





Advantages of the **SafeGuard** Service Agreement

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 spare 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

Annual Optimization Visit – The **SafeGuard 200** and **SafeGuard 300** programs include an annual visit. A Domino engineer will visit your site once a year, and review the printer(s) in terms of print quality, reliability and safety

The printer does not need to be taken off-line during this review. The engineer will physically inspect the printer, conduct a range of print quality checks and review the critical ink parameters. They will also check the operation of any external Domino accessories, review the printer fault log and safety procedures around the printer. The engineer will provide a short report including recommendations for longer term consideration based on the latest knowledge and best practices

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

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

Customization Options – The **SafeGuard 300** program can be customized at the customer's request. Pursuant to the options chosen, an additional price may apply. Optional services include, but are not limited to On-Site Inventory, Business Reviews, Specialized Job Runs, Pre-Arranged Visits during flexible shifts, Pro-Active Repairs, Flexible Production Coverage, Bench Testing

Augmented Reality – All levels of SafeGuard 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.

* Print module, print head, and jetting assembly 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.