

BIXOLON®

SAMSUNG mini printers



BIXOLON Samsung Unveils New Warranty.

San Diego Ca.
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BIXOLON Samsung announced today that all their mini printers will now ship with an industry leading 3 year parts and labor warranty that includes a 2 year warranty on print heads and cutters. "This is the longest and most comprehensive warranty in POS in that it covers the entire line of BIXOLON Samsung mini printers including thermal label printers." said Oscar Ibarra president of the US operations of BIXOLON Samsung. "The fact that it covers print heads and cutters for 2 years will be of great interest to retailers as most other mini printers have only a 1 year warranty or less on these components." he added. To provide warranty service, Ibarra announced an agreement with NSC, a leading POS peripheral service provider, that utilizes their repair depot and nation-wide technical support organization to provide expedited repairs and the following new supplemental service options.

1. The *Spare in the Air*, Hot Swap program provides printers overnight to replace non-working units. **As its name implies, this modestly priced service keeps down time to a minimum by replacing failed units in the shortest possible time.**
2. An *On-site service* program sends a factory trained technician with 48 hours to service "downed" units. **Over 80 technicians, traveling with spare parts and trained by BIXOLON Samsung can be dispatched anywhere in the U.S. and Canada.**
3. *Out of Warranty Service* contracts that keep older units in service longer are also available by request.

The new standard warranty and supplemental service options are available from authorized BIXOLON Samsung distributors and their resellers. For more information contact **Sam Son at samson@samsungminiprinters.com or visit the BIXOLON web site at www.BIXOLON.nationalservicecenter.com**