

I-Mark C84 Service Support Program

The following program for the I-Mark C84 provides comprehensive support when service is required.

Start-Up Installation Assistance & Training

- \$995.00 per day (domestic) M-F
- 2 week lead-time to schedule
- PO is required before technician is dispatched
- Start-Up Installation Assistance Includes:
 - 8 hours of on-site installation assistance, operator training & general maintenance
 - General maintenance includes changing filters, draining ink, and preventative maintenance checks
- Technical Training Includes:
 - Theory of the printer operation
 - Troubleshooting techniques
 - Print head replacement procedures
 - Valve replacements
 - Pump replacements

Start-Up Assistance is typically one day. If Technical Training is desired, an extra day will be necessary, however in some cases all training can be done in one day based on the readiness of the customer and application.

Classroom Training

- A two-day course is offered at our Pittsburgh training facility
- \$350/day per student. Maximum students per class is 4 (four)
- Student is responsible for travel arrangements and lodging
- Lunch will be provided by Matthews
- Class curriculum covers
 - Operator training & maintenance
 - Filter change & ink replenishment
 - Troubleshooting procedures
 - Print head replacement
 - Valve replacement
 - Pump replacement
 - CPU replacement
 - Overhauling a machine

Service Kits

Service kits are offered for the customer at a discounted rate. Additional kit discounts are offered if the customer takes advantage of our in-house training program.

Kit Number	Description
Z0300-970-00	Start Up / Flush Kit \$100
Contains	
A3637-501-00	Bottle and Tube Assy.
P0037-069-00	Plastic line tubing (4')
P0038-622-00	Fluid conn. Male-Lauer
P0070-264-00	Wash bottle
P0070-265-00	Beaker 150 ml.
P0070-266-00	Beaker 600 ml.
P0070-267-00	Funnel
P0070-268-00	Gloves
P0070-270-00	Safety glasses
P0070-513-00	Brush Nylon laced
Z0380-981-00	2500 Hour Maintenance kit \$275
Contains	
B6715-501-00	Main Ink Filter
A5423-501-00	Pre Pump Filter
P0034-325-00	Last Chance Filter (2unit)
P0070-774-00	Fan Filter

Kit Number	Description
Z0380-982-00	Service/ Repair Kit \$4,200
Contains	
B6774-505-00	Print Head
P0032-386-00	2-Way Valve
P0032-385-00	3-Way Valve
B6715-504-00	Venturi
B6715-510-00	Pump Assembly (rework)
P0225-290-00	Power supply (24Vdc)
P0052-166-00	Fuse 3.15A for 110 volt units
Z0380-983-00	Deluxe Service/ Repair Kit \$7,950
Contains	
B6774-505-00	Print Head
P0032-386-00	2-Way Valve
P0032-385-00	3-Way Valve
B6715-504-00	Venturi
B6715-510-00	Pump Assembly (rework)
P0225-290-00	Power supply (24Vdc)
P0052-166-00	Fuse 3.15A for 110 volt units
Z0300-974-00	PCB Pack. Temporary kit includes: Driver PCB (P0225-110-00), Utility PCB (P0225-111-00), Controller PCB (P0225-068-00), Processor PCB (P0225-109-00)
D3485-506-00	Display PCB
P0225-117-00	Pressure Sensor
P0044-601-00	Ink Float and Thermistor Sensor
P0191-099-00	EHT Module

Service Kits - Pigmented

We offer service kits for the white pigmented units.

Kit Number	Description
Z0300-982-00	Service/ Repair Kit WHITE PIGMENTED \$4,700
Contains	
B6774-505-00	Print Head
P0032-386-00	2-Way Valve
P0032-385-00	3-Way Valve
B6715-504-00	Venturi
B6632-522-00	Pump Assembly Pigmented
P0225-290-00	Power supply (24Vdc)
P0052-166-00	Fuse 3.15A for 110 volt units

Kit Number	Description
Z0300-984-00	Deluxe Service/ Repair Kit WHITE PIGMENTED \$8,450
Contains	
B6774-505-00	Print Head
P0032-386-00	2-Way Valve
P0032-385-00	3-Way Valve
B6715-504-00	Venturi
B6632-522-00	Pump Assembly Pigmented
P0225-290-00	Power supply (24Vdc)
P0052-166-00	Fuse 3.15A for 110 volt units
Z0300-974-00	PCB Pack. Temporary kit includes: Driver PCB (P0225-110-00), Utility PCB (P0225-111-00), Controller PCB (P0225-068-00), Processor PCB (P0225-109-00)
D3485-506-00	Display PCB
P0225-117-00	Pressure Sensor
P0044-601-00	Ink Float and Thermistor Sensor
P0191-099-00	EHT Module

**Discounts are offered on these kits if classroom training in Pittsburgh is purchased.

- \$350 discount off of Service Repair Kits (Z0380-982-00 & Z0300-982-00)
- \$500 discount off of Deluxe Service Repair Kits (Z0380-983-00 & Z0300-984-00)

Emergency Service

- 24 hour phone support is available by calling 412-665-2500 during business hours or 412-365-tech after hours.
- For customers requiring on-site emergency service on C84 equipment, a technician will be dispatched within 24 hours.
- PO is required before technician is dispatched. Travel & plant hours will be billed at current hourly rates. Expenses & parts will be billed at actual cost.
- Warranty Service
 - Requires PO prior to dispatch of a technician. Determination of whether or not the call is warranty related will be decided at the site.
 - If Start-Up Assistance was provided by a MATW tech and if the machine is within the warranty period and a warranty failure happens within 30 days from Start-Up, all technician hours, expenses and parts are covered by Matthews.
 - If Start-Up was not purchased from MATW and warranty failure happens, customer is responsible for travel time & expenses. On-site labor and parts are covered for warranty failures.
 - If it is determined that the service visit was not warranty related, customer will be billed at emergency service rates plus parts used and expenses.

Service Exchange Program

- The Service Repair Manager or Field Service Supervisor can authorize the use of this program.
- A unit will be shipped NDA to the customer's site as a replacement unit.
- Customer is responsible for installing the replacement unit.
- Customer must return the original failed unit to MATW within 5 days for evaluation.
- A purchase order for the entire cost of the exchange unit plus a ***\$2,500 service exchange fee (\$3,250 for pigmented)*** will be required before shipping the unit out.
- Service exchange fee is non-refundable.
- Once the failed unit is received, MATW will evaluate. If determined to be a warranty issue, Matthews will issue a credit to the customer minus the non-refundable service exchange fee. If determined non-warranty, customer is responsible for all repair work. Parts, labor, freight and service exchange fee will all be deducted from the credit issued back to the customer.
- Service Exchange program is valid on L219 & white pigmented printers.