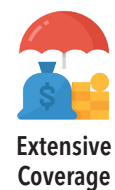


SATO is committed to create new value for our customers through products and services of superior quality.

Demonstrating our motto of ceaseless creativity, our Maintenance Support teams will help you to achieve **stable operations** and **minimal downtime**. You can count on us for:



SATO Global Network



Our Presence in Asia Pacific

In addition to its headquarters in Japan, SATO has offices in 12 other countries in Asia Pacific namely, Australia, China, India, Indonesia, Korea, Malaysia, New Zealand, The Philippines, Singapore, Taiwan, Thailand and Vietnam. Our maintenance support teams across the region are highly trained to provide prompt and professional services for your business. Engage our quality repair and maintenance services from day one and let us help you maximise your operational efficiency and productivity to further drive your business.

SATO AUTO-ID MALAYSIA SDN. BHD.

No 38, Jalan Pemberita U1/49,
Temasya Industrial Park,
Section U1, 40150 Shah Alam,
Selangor Darul Ehsan.
Tel : +603 7620 8901
Fax : +603 5569 4977
Email : sales-sam@sato-global.com

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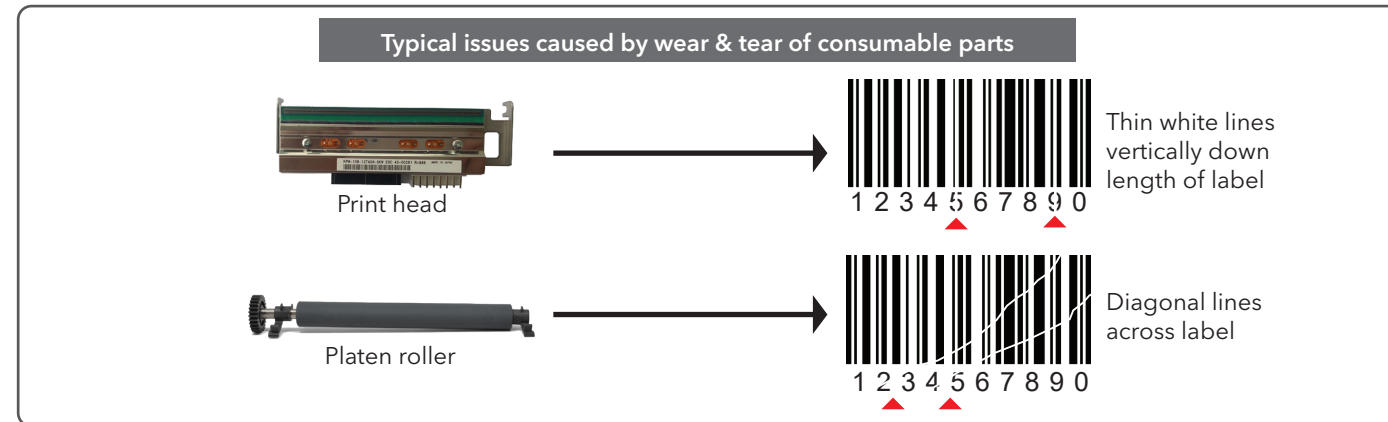
SATO Maintenance Services

Enabling **stable operations** with **minimal downtime** for your business



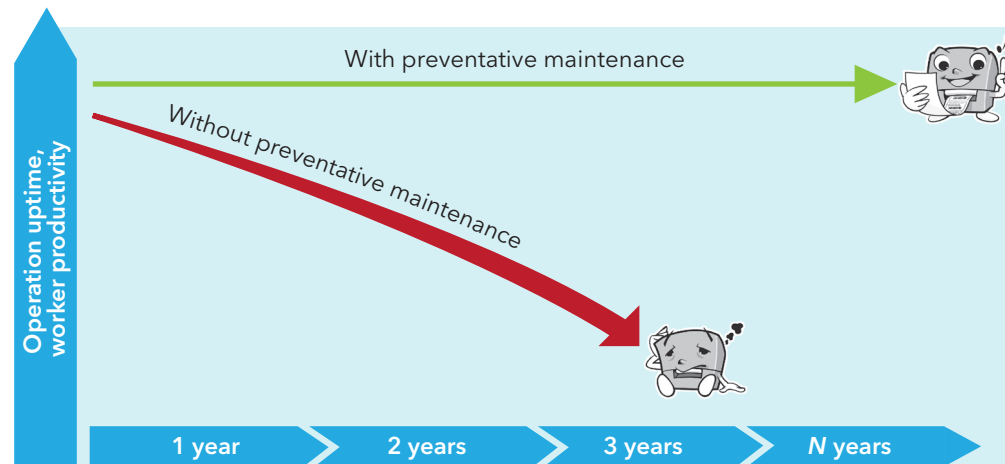
Key Benefits

1. Preventative Maintenance – STABLE OPERATIONS



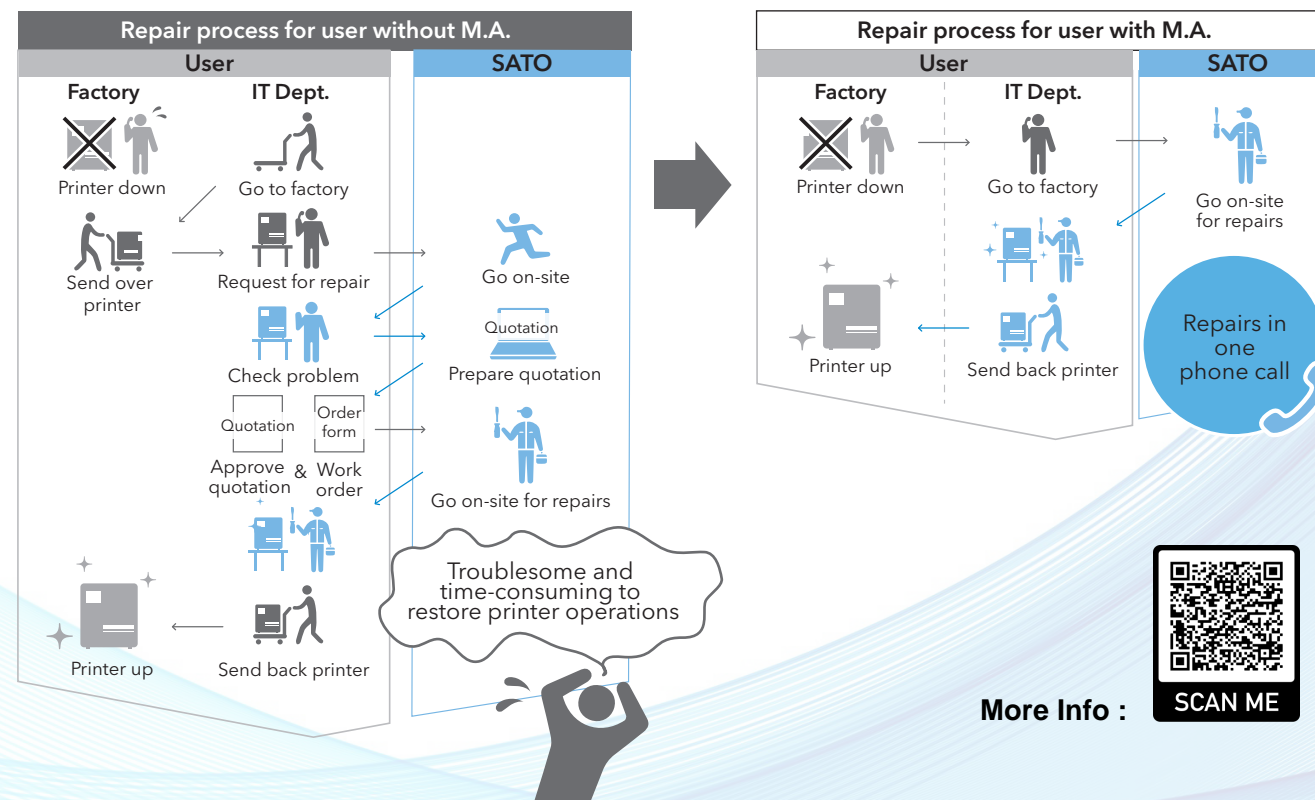
Perform regular preventative maintenance and address repair issues before they happen. Replace common wear & tear parts such as print head and platen roller before they break down.

Keep your operations running smoothly and worker's productivity level at its maximum.



2. Speedy response – MINIMAL DOWNTIME

By purchasing a maintenance agreement (M.A.) with us, you can skip tedious administrative procedures and schedule on-site repair in just one phone call. This greatly reduces your downtime so operations can be resumed in the shortest time!



SATO Printer Maintenance Service

Our printer maintenance service offers preventative maintenance support as well as speedy repair so as to ensure smooth operations for your business with minimum downtime.

Depending on your needs such as printer usage level, you can choose from various types of maintenance programmes:

Feature	Manufacturer Warranty Coverage	Extended Warranty / Maintenance Agreement Coverage	Send-back Programme Coverage
Total years of coverage	1 year	2 to 4 years	
On-site support	x	•	Return to SATO in the printer's country of purchase
Preventative maintenance	x	•	x
Service cost waiver	x	•	
Priority support	x	•	
Expendable parts replacement	•*	•	
Remote issue diagnosis & support	x	•	

* Level of coverage is subject to warranty terms & conditions of country of purchase. Please contact your local SATO representative for details.

SATO monitors all your printers via cloud (for registered customers)

By keeping constant watch on printer status, SOS notifies operator when an expendable part needs replacement, and offers prompt and effective resolution to problems, reducing downtime significantly.

Cut 86% industrial printer downtime and **83%** print & apply machine **downtime!** **

**Based on survey conducted by SATO in Japan

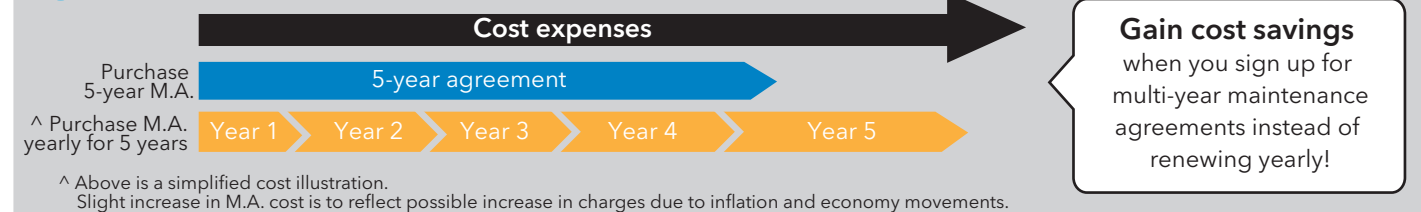
For more info, scan QR -->



SAVE MORE with multi-year agreements right from the start!

Subscribe to our maintenance services at the point of purchasing our printer(s) for the best price and worry-free user experience right from the start. In addition, enjoy greater value when you sign up for multi-year agreement!

1 Choose multi-year agreements



2 Sign up for maintenance from the start!

Cost comparison between users without and with M.A. after 1-year manufacturer's warranty period

	Printer cost	Repair costs	Hidden costs
Without M.A.			
With M.A.			

Repair costs = Cost of printer parts fixed / replaced + service fee + destination charge
Enjoy savings when you have M.A. as expendable parts replacement are free of charge

Hidden costs = Profits / opportunities lost during printer downtime

Cut hidden costs when you have M.A. as it provides preventative maintenance support and speedy repair to minimise your downtime

Avoid repair costs and loss of profits and opportunities during printer downtime!