

# Service, Repair & Install Rates



## SERVICE & REPAIR

**Printers \$150** Flat rate/per printer OR **\$99** Flat rate for Registered charity/not for profit

- Rate is for labour only, includes call out and one printer Australia Wide in Metro areas.
- Rate is for the problem stated only. It does not include a clean/service unless service is specifically logged for that purpose at the time of booking.
- If parts are required, they will be quoted to you for approval and be charged in addition to the initial labour charge
- Price above includes capped labour for installation of all parts on same job number
- 30 day warranty on labour only if same problem occurs
- 90 day warranty on parts installed
- Note: You will be charged a minimum of \$150 whether you choose to go ahead with suggested parts or not, no matter how long the service takes

## **Photocopiers \$150 per hour**

- Rate is for labour only, includes call out and first hour (per printer) in Australia Wide in Metro areas.
- Rate is for the problem stated only. It does not include a clean/service unless service is specifically logged for that purpose at the time of booking.
- If parts are required, they will be quoted to you for approval and be charged in addition to the initial labour charge
- Note: You will be charged a minimum call out fee charge per/photocopier whether you choose to go ahead with suggested parts or not, no matter how long the service takes.

## **3D Printers \$300 per hour**

- Rate is for labour only, includes call out and first hour in Perth Metro areas. Time after the first hour is charge pro rata.
- If device is anything other than a Makerbot 3D printer, no guarantee is made in regards to diagnosis & repair or accessibility to parts.
- Note: You will be charged a minimum of \$300 whether you choose to go ahead with suggested parts or not, no matter how long the service takes.

## INSTALL

**Printers/Photocopiers \$150 per hour**

- Minimum charge is one hour
- Time spent installing after one hour will be charged pro rata in 30 minute blocks
- We can remove packaging for you and kindly request for you to dispose of it.

All prices ex GST. Servicing/Install for all brands.

Information current as at 1<sup>st</sup> October 2018. Outside Perth Metropolitan areas, please confirm rates.