

What is a Factory Warranty?

Thank you for your equipment purchase. In general, your factory warranty will protect against manufacture defect for the parts on your new equipment. Most factory warranties will require you to properly use and maintain your equipment in order to keep your warranty status. The terms and conditions for your specific equipment will provide more details on what is and what is not covered. It will also explain what needs to be done to keep your machine in warranty condition.

How do I activate my Factory Warranty?

For most equipment, the factory warranty needs to be activated as soon as the equipment is installed. Although it is the end user's responsibility to activate the warranty, please contact us if you need any assistance with the process. If you have questions, please contact Nancy Lamb at 800.522.3698 x1236, or email: nancyl@advantagesignsupply.com

What does my Factory Warranty cover?

Most factory warranties will only cover the cost of the replacement part. Some warranties will also include labor, travel, and shipping charges. It is best to check the terms and conditions of your particular equipment to find out what is and is not covered.

Should I order an Extended Service Contract?

When purchasing an Extended Service Contract you are purchasing peace of mind that you have prepared for the risk of unbudgeted repair costs with expert repair services. Those with coverage receive priority phone support and tech response resulting in shorter downtimes for your company. Contract coverage varies with equipment. For details please call Nancy Lamb at 877.237.4464 x1236 or email at nancyl@advantagesignsupply.com.

How do I setup a Service Call?

At Advantage Sign Supply we would like to be your first and, in most cases, only call to get service on your equipment. If you feel your equipment may need service, please contact Advantage Technical Services (ATS) at 800.251.0929 or email: techteam@advantagesignsupply.com

Will I need to troubleshoot with a technician before a Service Call is scheduled?

For most factory warranties, you will be asked to troubleshoot prior to scheduling a service visit. This is done for several reasons:

- Many issues can be corrected over the phone. This will allow you to get up and running faster and will save you money if labor and travel is not included in your factory warranty.
- Even if a service visit is still needed, the troubleshooting allows the technician to determine what parts will be needed. This will reduce your downtime by having all the parts to repair your printer on the first visit.

Are labor, travel, and shipping costs included with my warranty?

Labor, travel, and shipping charges will vary based on the equipment. Some equipment factory warranties will cover these costs while others will charge for some or all of these items. Please refer to the terms and conditions for your specific equipment.

How quickly will my equipment get repaired?

The amount of time needed to repair equipment can vary based on several factors including the availability of parts and the complexity of the repair. If your warranty does not include travel and labor charges, you may be able to reduce the cost of the repair by allowing more time for the technician to schedule when possible. Please check the terms and conditions for your equipment to find out more specific information regarding repair times and costs.