

PiSmart StatSwap Service Agreement

Peace of mind to keep your PiSmart printer protected, and your lab running smoothly.



Email Support

Remote troubleshooting provides solutions to common problems.



Service Desk

Quick virtual help via phone or screenshare with a StatLab technician.



StatSwap

Receive a certified refurbished PiSmart as a replacement if needed after virtual troubleshooting.

StatSwap Program

Within 24 hours of contacting us, a technical team member will contact you to perform virtual troubleshooting. If problem persists, StatLab will coordinate shipment of a certified refurbished PiSmart to your laboratory to replace your printer. The certified refurbished PiSmart will be overnighted to you on the same day as the Swap is ordered, and StatLab will coordinate customer shipment of original printer back to StatLab. Service agreement will be transferred to the refurbished PiSmart.

Does not include consumable parts such as ribbon or service issues caused by misuse or lack of maintenance by technician.

Service Desk Access

Whether you need a video call for in-depth troubleshooting or have a simple question for an expert, you have access to a team of technicians who can help with anything from settings adjustments to routine maintenance and troubleshooting.

Rates and Fees

On-Site service is available on request at an additional cost. Printers not under service agreement will be subject to an additional \$1,000 charge per use of the StatSwap program, plus \$400/hr fee for service calls. If PiSmart is not serviceable and not under agreement, StatLab reserves the right to charge customer the price of the refurbished replacement unit.

	2 Years	3 Years	4 Years	1 Year Extension
PiSmart Single Hopper	\$3,600	\$5,400	\$7,200	\$2,100
<i>Time of purchase discounted</i>	\$3,060	\$4,590	\$6,120	————
<i>Item Number</i>	BZ314-1H-2Y	BZ314-1H-3Y	BZ314-1H-4Y	BZ314-1H-1Y
PiSmart Six Hopper	\$5,800	\$8,700	\$11,600	\$3,100
<i>Time of purchase discounted</i>	\$4,930	\$7,395	\$9,860	————
<i>Item Number</i>	BZ314-6H-2Y	BZ314-6H-3Y	BZ314-6H-4Y	BZ314-6H-1Y

StatSwap Coverage up to 5 years

Issue Response Time	Less than 24 hours
Time to Ship Loaner Unit	Overnight, if issue is unable to be resolved
Print Head Replacement	Yes
White Glove Support from Installation through Agreement	Yes
Troubleshooting	Yes
Adjusting Workflow Settings	Yes
Print Quality Consistency	Yes
Maintenance Best Practices	Yes
Alleviate Cassette Jams	Yes
Technical Support	Yes
Online Video Resource Library	Yes
Improper Hardware or Software Configuration	Technical support available
Issue Due to Abuse, Misuse, or Neglect	Not covered
Improper Handling or Storage	Not covered
Damage Caused by Nature or Manmade Disasters	Not covered

1

Troubleshoot with StatLab

Contact technical support to resolve your issue. StatSwap@StatLab.com or 1-800-442-3573 X 201
Most printer problems will be resolved with this step.

2

Receive Refurbished PiSmart

If Technical Support is unable to resolve the issue, a certified refurbished PiSmart will be overnighted to you.

3

Return Original PiSmart

Return original printer to StatLab within 7 business days using the case received with refurbished PiSmart. Closely follow included instructions.

4

StatLab Coverage Continues

StatLab coverage is transferred to the serial number of the certified refurbished PiSmart until agreement ends.

General Terms and Conditions

All StatSwap Service agreements apply to PiSmart Printers purchased new through StatLab. Agreements can be purchased within the first year of printer installation. After the 1 year window, a StatSwap Service Agreement is no longer available to the customer. Agreements will be available in 2 year, 3 year and 4 year lengths. Agreement extensions are available to printers 48 months or younger.

Manufacturer Warranty

All PiSmart Cassette printers are covered with a one-year StatLab manufacturer warranty. What's included? Limited coverage on parts and service for manufacturing defects on the touch-screen display, thermal print head, as well as electrical and mechanical defects. Within the one-year warranty window, contact your sales representative with any printer problems.