

Xerox Production DocuTech and DocuPrint Product Family Customer Service Productivity Document (CSPD)

The purpose of this document is to emphasize information that can improve reliability and minimize downtime for DocuTech and DocuPrint customers. We have highlighted key messages that the Xerox Services Team would like to emphasize that will give our valued customers an exceptional Xerox Service Experience.

- Service call request procedures
- How to maximize productivity
- Establishing accurate and realistic expectations for your product
- Addressing the role of the Operator, Service Team, and your Service Agreement
- Frequently Asked Questions
- What you should expect from the Xerox Services Team

Call Procedure

Xerox Customer Service is available to provide information, answer questions, and take service calls. You can reach the Welcome Center by calling:

United States: 1-800-821-2797

Canada: 1-800-939-3769

NOTE: Use the telephone numbers above unless otherwise directed by your local Xerox Representative.

Our Customer Service Engineers (CSE) are responsible for the following:

- IOT software installation and hardware support.
- DFE hardware support, OS software reloads, software upgrades and patches, as well as OS problem isolation.

Any other activities may require analyst support which is provided for a fee upon your request.

The Xerox Welcome Center is available 24x7, and based upon the description of your problem, you will be directed to the people that can best respond to it. You may be asked to perform Operator-related activities in order to return your product to its full functionality, and minimize downtime.

On Site Service will be provided in accordance with the terms expressed in your service agreement. After Hours Service (service outside your contracted coverage) may be available for a fee. If you require After Hours Service, you should contact the local Xerox Field Manager as far in advance as possible.

Maximizing your Productivity

Keeping your product “up and running” benefits both you and your service team. The following information relates to things that will enable you to experience fewer service calls and, thus, enhanced product uptime.

Service Uptime – the number of prints between service calls will be dependent upon the following factors:

- Monthly output volume
- Throughput materials
- Environment (heat, humidity, ventilation, space, electrical)
- Network RIP speeds
- Accessories (finishers, cut sheet feeder, stackers)
- High toner density and area coverage
- Special Applications & Image Quality Requirements

Detailed specifications, as well as helpful “tips and tricks” are available in the DocuTech Operator Handbook* as well.

Machine Availability

For machine availability >95 % it is recommended that the service contract overlays the operator’s shift cycle.

Throughput

The machine's Specification Brochure* contains important information regarding throughput materials, including sizes, weights, and options. Refer to Customer Documentation or the Satisfaction Guide in Section 2 of the DocuTech Operator Handybook* for complete throughput expectations.

Paper Specifications

Weights 16 to 110 pound index (60g/m to 200g)
 Sizes: 8"X10" to 14.33"X17"

Carbonless Stock

The only approved Carbonless stock for use in the 6100 Xerox Production Docutech and Docuprint Product Family is Xerox Premium Digital Carbonless. Use of any carbonless stock will cause contamination, resulting in added service calls.

NOTE: When using No Carbon Required (NCR) stock, reliability will decrease because of increased contamination. Special cleaning procedures by your Service Team will be required, which are not covered by FSMA (and are, thus, billable).

Product Physical Environment

Space, Electrical, and other environmental elements are important to your personal safety, your product's operation, and your Service Team's ability to deliver service. Your machine's specific space requirements can be provided by the Xerox Service Team.

NOTE: Excessive heat and high relative humidity can negatively impact machine performance. For equipment running in high altitude environments, shutdown rates may increase.

Special/Unique Applications & Image Quality

All Custom Media Applications (Mailing Solutions, ID Cards, Labels, and Business Return Envelopes Tabs, Pre-Printed) will impact the reliability of the equipment. Common issues include jams, image offset, contamination, streaks, spots, and black lines. Customer self-cut paper also may lead to image registration, image quality, and machine reliability issues if the cut edge is of poor quality and/or contains loose fibers. Xerox equipment is designed to perform utilizing a large range of media. Please ensure the throughput material you intend to run is within the recommended material specifications of your printer. Questions should be directed to your Xerox Service Representative.

Operator Maintenance

Training

Xerox Certified Training is recommended for all operators.

Xerox Certified Training includes, but is not limited to, daily equipment functions (i.e. load paper and imaging supplies; clean optics; assist office personnel) and how to resolve simple device anomalies.

Other remote service opportunities can be made available if access is provided to your network, which would have a favorable impact on equipment performance overall.

The DocuTech Operator Handybook* is also an excellent reference for information about maintaining the equipment for optimum performance.

Xerox Productivity Plus (XPP)

The XPP option provides capability for the advanced customer to carry out certain maintenance activities. Before this optional capability can be enabled at a customer location, customer personnel who will be performing maintenance need to be trained and certified by Xerox.

Web Based e-Service

Web-based self-help support is available, free of charge, for all Xerox customers 24 hours a day via the Online Support Assistant at: <http://www.xerox.com/support>

The Online Support Assistant represents a true step forward in Web-based service support. It is a new, integrated application that leverages the power and flexibility of the web to help users obtain instant service help, instructions, and information on Xerox products.

The FSMA/PFSMA contract covers the product hardware and software. The Customer Service Engineer (CSE) provides FSMA/PFSMA support. The CSE may need to escalate to a Technical Specialist or Customer & Technical Support (C&TS) hotline to help isolate a problem between the product and your system environment. If the problem is determined to reside outside the FSMA/PFSMA covered product, the CSE involvement ends. Systems Analysts can provide post resolution support for your environment, but these services may be billable.

During day, night, weekends or holidays, you have access to network and industry certified professionals leveraging the latest technologies to serve you best. Our service professionals are connected through Eureka — our interactive, global database of repair solutions and performance innovations — putting the latest information at the point of need.

Online – Go to <http://www.xerox.com/support> for 24-hour support, with interactive technical and operational help via a dynamic database. Our site contains the latest technical solutions and step-by-step illustrated operational tips.

On the Phone - For those situations when you need immediate personalized support, our Support Center Practices (SCP) certified Customer Welcome Center is available 24 hours a day.

Our team of over 600 call center experts typically answers calls within 30 seconds and resolve many customer problems remotely without dispatching a technician.

On Site - Xerox has thousands of certified service representatives nationally. Extensive ongoing training ensures that they know your equipment and requirements, and can support your needs.

Level of Service - Average response times are based on product and volumes, so response times will vary. Our service contract explains in detail what you can expect from Xerox Service.

Some FAQ's about Service & Product Uptime

What is the role of the Key Operator and how important is it?

The role of the trained Key Operator is critical to the performance/production of the equipment. A trained Key Operator can reduce service hours, increase uptime, and maximize productivity. By performing the recommended Customer maintenance you can be assured of maximum performance. For multiple shifts, the trained Key Operator is critical in maintaining scheduled production.

How do I obtain additional Operator training in case of turnover, etc.?

To arrange for this training, please contact your Sales Representative.

Does my FSMA cover things such as network support, loading drivers, connectivity, etc.?

Activities related to connecting to your network and printing from your network are not covered under your FSMA. Support for these services is offered on a cost-fee basis.

Can I call for After-Hours Service if it is not covered under my FSMA?

Yes- after-hours service is available at posted labor rates for service outside the contracted coverage hours.

Are there any issues with running the product at its designated Duty Cycle?

Yes, you will experience issues as the Xerox Production Docutech and Docuprint Product Family should not be operated at its maximum monthly print volume on a frequent basis. Please refer to "Maximizing your Productivity" section (above)



What considerations should be given if we need to move the product to a different location?

Please contact Via Xerox at 800-979-7356 if you plan to move your machine for any reason. Additionally, key consideration should always include the physical environment required for the machine (space, electrical, etc.). Your local sales rep can assist you in validating that any potential new location meets the environmental requirements for your product.

If you choose someone other than Xerox to move your equipment, Xerox will not be responsible for any damages.

Does my FSMA cover damage caused by Operators?

No- damages to Xerox equipment caused by operators or throughput material are not covered by the Full Service Maintenance Agreement. (FSMA)

How do I get more supplies shipped to my location?

Supplies can be ordered by calling 800- 822-2200.

Useful Websites:

Equipment Specification Brochures can be found at:

<http://www.xerox.com>, then select Production Equipment, Production Printers & Copiers, Select equipment (View All if necessary), See Specifications.

Online Assistant: <http://www.xerox.com/support> for free 24-hour support and self-help, operational tips, and to place a service call.

The **DocuTech Operator Handybook** is located at:

<http://www.xerox.com/support>, select Black & White Printers, DocuTech, Select Model, Documentation.

Services Team's Commitment to You

As your Service Team, we commit to being responsive to your service needs by providing on-site service when you need it, by assisting you via telephone to minimize your downtime, and by communicating with you to ensure that you and your service team have the information everyone needs to maximize the Service Experience.

Xerox Production Docutech and Docuprint Product Family Service Delivery Customer Agreement

Xerox Corporation reserves the right to update and revise this document as needed.

Presented by

Sales Name: _____ **Phone:** _____

FMTS Name: _____ **Phone:** _____

Account Name: _____

Customer Name: _____ **Date:** _____