



# Additional Afinia Service & Support Plans

Take advantage of Peacock Bros. NZ service and support plans at the time of purchasing your new Afinia product. Have the peace of mind that support is only a phone call away and on-site visits and training are either scheduled in advance or easily arranged with our technicians.

## 12 months, start up, training, preventative maintenance & support plan

Any new parts required during a preventative maintenance visit are charged in addition. Does not include travel and accommodation costs for any customer outside of Auckland. Please contact us if you are outside of Auckland for a more accurate quote.

Within Auckland, @ \$ 1,870  
Installation and training (1/2 day)  
12 months phone support during business hours of 8:30am – 4:00pm  
1x preventative maintenance onsite visit and refresher training

## Separate service & support options

### Single / additional onsite visits

Any new parts required are charged in addition. Does not include travel and accommodation costs for any customer outside of Auckland. Please contact us if you are outside of Auckland for a more accurate quote.  
Within Auckland, @ \$ 710 (1/2 day onsite)

### Phone support

During business hours of 8:30am – 4:00pm

1 month @ \$ 75  
2 months @ \$ 150  
3 months @ \$ 450

## Warranty

All Afinia colour printers and finishing units\* come with a 12-month limited warranty. Any units under 60kg will need to be packaged and sent to our Auckland Service Dept for a warranty claim and inspection. Any items over 60Kg will include 2x free onsite visit under warranty as long as onsite training and setup has been completed by the end user / customer. Please allow between 6-8 weeks for any replacement parts or units which may not be currently in stock. (post COVID delivery times are uncertain but Peacock Bros NZ. will escalate any warranty item deliveries). If your equipment is mission critical you should consider always holding a set of recommended spare parts onsite and perform regular cleaning and maintenance as per the user manual. If the end user / customer does not follow the correct guidelines for machine and printhead storage, regular cleaning, and maintenance when in use it may result in voiding any warranty claim.

\* Terms and Conditions Apply, please check with our sales team about warranties on Afinia products.

Peacock Bros.

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