

The importance of thermal printer preventative maintenance

If you want to ensure that you keep your thermal printer functioning to the best of its ability it is important to keep your printer clean and free from dust and other debris. An increased amount of dust and debris can cause problems and prevent your thermal barcode printer working properly.

We offer a **Preventative Maintenance Service**, on-site or via our return to base service, in which we perform the following tasks:

- Clean printer of settled dust and other debris
- Check and clean print-head
- Check platen roller for damage/wear and clean if necessary
- Check drive belt (if applicable)
- Check label path for adhesive/label residue and clean if necessary
- Adjust printer setup if necessary (e.g. head pressure, media guides etc)
- If any parts are required to be replaced we confirm with you prior to replacement, or schedule it for replacement another time



Printer Service Rate Card⁰ – Effective from 04.01.2023

Servicing

Servicing thermal label printers, scanners, mobility devices – return to base or on site at client premises + callout fee		
Servicing at Rapid's workshop in Albany or on site at client	Device	Printer ex Rapid
Printer breakdown repair	Desktop Printer	\$85.00 per printer + parts
Printer preventative maintenance	Desktop Printer	\$60.00 per printer + parts
Printer breakdown repair	Tabletop Printer	\$140.00 per printer + parts
Printer preventative maintenance	Tabletop Printer	\$75.00 per printer + parts
Scanner device breakdown repair	Scanner Device	\$85.00 per scanner + parts
Mobility device breakdown repair	Mobility Device	\$140.00 per printer + parts
Printer / Software installation	Software Installation	\$140.00 per printer

Callout fees for servicing thermal label printers, scanners, mobility devices – on site		
Printer servicing on site at client premises		Printer ex Rapid
Callout fee – Auckland		\$85.00
Urgent Auckland callout surcharge – 2 hour response	Monday to Friday - 8am to 6pm ^Δ	\$190.00
Callout fee – Hamilton & Whangarei	Monday to Friday - 8am to 6pm ^Δ	\$145.00
Callout fee – Tauranga, Taupo & Rotorua	Monday to Friday - 8am to 6pm ^Δ	\$260.00
Callout fee – rest of New Zealand		By arrangement



RapidCare Service Level Agreement – By arrangement

For more information about this service and pricing, please contact us at support@rapidlabels.nz

Printer Cleaning – extend the life of your printer and maintain good print quality

cleaning & maintenance				
KKIPACLEANPEN	IPA soaked print-head cleaning pen	432810	Individual	\$10.00
KKLOTHS	Print-head cleaning cloths	402694	Box 100	\$96.00

⁰ All prices \$NZ, excluding GST and freight. Subject to change, with notice given on our website. Prices effective from 04.01.2023

^Δ Excluding public holidays

