

New Programs for Service Contracts & Technical Support.

Equipment Covered by the Programs:

Lipsner  **Smith**

TapeChek



Filmlab
Systems
International 

BHP INC.

All Media Migration Technology Products

Lipsner Smith film cleaning machines

TapeChek (RTI) Professional Videotape Evaluator/Cleaners

Calder Film Processing and Rejuvenation machines

Filmlab Colormaster Film Print Color Grader/Timer

BHP Film Printing machines

The **Gold** plan provides remote support, priority service and discounts on parts and supplies. **Platinum** adds annual visit for on-site repairs, servicing & training.

Refer to the attached grid to choose the right program for you.



Global Support

Remote support

On Site Service

Chicago, USA
Phone: +1-224-282-8985

www.mmtfilm.com
info@mmtfilm.com

Warsaw, Poland
Phone: +48-662-042-079



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Media Migration Technology Service and Technical support programs.

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| | Gold | Platinum |
|--|------|----------|
| Free On-Site Visit during contract. Includes: | | ✓ |
| No additional on site expenses | | ✓ |
| Training of customer operators & technicians | | ✓ |
| All travel and out of pocket expenses per contract visit | | ✓ |
| Free Annual visit may be used for emergency repairs | | ✓ |
| Factory trained technicians | | ✓ |
| Max. # Hours of On-Site per year, per unit | | 5 |
| 20% Discount on any hourly rate for extra time beyond contract | | ✓ |
| Priority response time for contract customers | ✓ | ✓ |
| 20% Discounts on replacement parts | ✓ | ✓ |
| 20% Discounts on consumables & supplies | ✓ | ✓ |
| Remote Support by phone, email, video conference | ✓ | ✓ |
| Max. # Hours of Remote Service support per year, location | 10 | 15 |
| 40% Discount on 2nd Machine contracted | ✓ | ✓ |
| 50% Discount on 3rd or more Machines contracted | ✓ | ✓ |
| 20% Discount on hourly rate for on site & return to base repairs | ✓ | |
| Free operational & basic maintenance manual | ✓ | ✓ |
| Free consumables kit per unit at contract start. \$200 value | ✓ | ✓ |

Disclaimer:

All warranties, service contracts and service support exclude work on the refrigeration and chiller components and connections. In most locations, a locally qualified and certified refrigeration engineer is required to repair and test any technical issues which may arise. Therefore, these components are excluded from any warranty or service contract. Media Migration Technology will fully cooperate with any locally appointed refrigeration engineer to provide guidance & support.