

## **Excellent On-Site and Depot Service**

Monarch Service, headquartered in Miamisburg, Ohio, is a leading provider of service for bar code thermal and industrial printers. Our Field Service Technicians are strategically located throughout North America. Monarch Nationwide Service offers retailers, manufacturers, suppliers and logistics providers, the best in multiple vendor printer repair, maintenance and technical support.

### **Partners in Productivity**

Monarch Service works closely with you to improve efficiency and productivity, and to reduce costly downtime. We consistently win high marks for customer service, responsiveness and attention to detail. Customers and partners know that our Field Service Technicians are highly experienced, skilled and professional.

Monarch Service understands how valuable your time is. That's why we provide complete repair and maintenance programs for all printers. Our Field Service Technicians and Electronic Repair Center Depot are well equipped to get your printers up and running quickly and reliably.



### **A Phone Call Away**

Through our 800 number, your request for assistance is immediately dispatched to our network of Field Service Technicians via interactive pagers and cellular phones for fast response.

### **Service Administration**

By offering flexible service agreements, you can be assured we have one that perfectly fits your business requirements. Our service administration staff understands the importance of accuracy and on-time invoicing of your service agreements.

# Monarch® Service

**Monarch®**  
Products and Services

## Training and Experience at Your Doorstep Or Ours.

Our Field Service Technicians have an average of 22 years with our company. They have the experience to provide quick repairs on-site for your convenience. At our centrally located Electronic Repair Center Depot, technicians troubleshoot and repair your printer quickly and professionally. All printers are fully tested to assure your satisfaction.

## Field Service Technicians

In addition to quick on-site service, Field Service Technicians



perform preventive maintenance to extend the life of your printers. There is one thing better than a quick repair of an inoperable printer...that's keeping a printer up and running!

Our trained and experienced Field Service Technicians can provide on-site inspection of your equipment for wear and proper operation and replace any worn parts thus avoiding costly, unexpected downtime.

North America is covered with technicians connected to the support and engineering network of Avery Dennison. In addition, four Regional Service Managers provide management and quality control.

## Parts

We stock parts both at our Electronic Repair Center and with Field Service Technicians to



minimize any potential downtime. Each Service Technician carries a comprehensive parts inventory in their service vehicle. We stock a \$2 million parts inventory for all major printers. Automated replenishment is scheduled by our system. Overnight parts response is available when needed.



## Preventative Maintenance Agreements

Monarch Service offers a wide range of Preventative Maintenance Inspection Agreements designed to best fit your needs. You can choose from three different levels of **On-Site Maintenance Agreements**, where your local Field Service

Technician is at your service, at your facility.

**On-Site Maintenance Agreements** provide service coverage from 8:00 am to 5:00 pm Monday through Friday excluding national and Avery Dennison holidays.

Or choose one of three **Depot Maintenance Agreements** where you ship your equipment to our Electronic Repair Center for service.

**Depot Maintenance Agreements** provide service at Avery Dennison's depot facility.

You return the printer to Avery Dennison and when service is complete, we return your printer via prepaid UPS Ground.

**Monarch® Supplies:** For smooth and reliable performance, only Monarch supplies are recommended for use with Monarch printers. Our labels scan virtually 100% of the time, cutting wasted rescanning and labeling time.

**Monarch® Service:** Every Monarch printer is fully supported by Monarch Service, the largest network of experienced, full-time bar code and RFID technicians in the industry.

## Avery Dennison Printer Systems Division

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