



Printer Installation Service

Overview

iTeam's Printer Installation Service provides for the installation of select third party branded Printers, Multi-Function Printers, Print Servers and Commercial Shredders at a Customer's business location by an iTeam Installation Service Provider (iISP). This Service includes:

- Unpacking the equipment
- Any assembly required (cartridges, paper trays, etc.)
- Installation on an adequate work surface, if applicable
- Connection to existing AC power or UPS
- Connection to PC or local area network
- Remove packing materials to an on-site dumpster or other trash receptacle
- Verify with customer that work was done satisfactorily

This Service will be provided during the hours of 8 am and 5 pm, local Customer time, Monday through Friday excluding holidays unless an alternate, mutually-agreed schedule has been arranged. Some installations may require more than one on-site visit. Customer must cancel or reschedule any scheduled installation date at least two business days in advance to avoid additional charges.

Service Does Not Include:

- De-installation or re-installation of equipment (installation is a one-time event. It does not cover any re-installation in case of repairs)
- Cables or mounting hardware. This is a labor only Service offering. Customer must select and provide necessary cables and/or mounting hardware necessary for their installation and environment
- Termination of bulk wire
- Warranty service or support. This Service is a one-time event and is not to be used in conjunction with any warranty services
- Any activity not specifically set forth in this Service Description

Optional Upgrade Services

This Service Description anticipates a Basic installation, but Customers may order additional services which may include, but are not limited to, the following:

- Sharing Printer on a Network
- Connecting Clients to Shared Printer

Support Procedures

iTeam's proprietary, industry leading iPlatform™ and iProcess™ fulfillment system will be utilized to manage the installation from order request through satisfactory completion with consistency and high quality. Upon confirmed receipt of each work order, an iTeam Service Advisor (SA) will be assigned to the project. The SA will be the primary point of contact to ensure the successful completion of the project to the customer's satisfaction.

Pre-Implementation Questionnaire and Scheduling

iTeam's iProcess is a workflow embedded in our iPlatform that is optimized to manage onsite IT services. Triggered into action by the order receipt, the first phase is the Pre-Implementation Questionnaire and Schedule which is an Internet-accessible web form for capturing the specifics of the work order including Customer contact information, location, technology environment, and schedule. The SA monitors this phase to ensure timely and accurate completion, and intervenes by phone or email as required.

Installation Management

Upon completion of the Pre-Implementation Questionnaire and Schedule phase, the SA creates a precise electronic work order which is then routed to an iISP in the appropriate geographical area, with the right skill set, and a statistically significant prior history of high quality performance and Customer satisfaction. The SA will consult with the Customer as required to satisfy any unusual scheduling requests. The standard iTeam iProcess calls for the iISP to call the Customer the business day before the onsite work is scheduled to begin to introduce themselves and confirm their planned arrival time. Upon completion of

What Customers Want

The right service at the right price when it's needed

The service work clearly defined and agreed upon

The right technical skills, at the right time and place

Work done correctly on time and on budget

How iTeam Meets the Needs

Service-oriented pre-sales quotation process

Clear, comprehensive jointly agreed upon scope of work

Detailed work order assigned and communicated to the right tech resource

Managed and coordinated beginning-to-end by an iTeam Service Advisor

the work, the iISP will ask the Customer to sign-off that the work has been completed to their satisfaction. The Customer will be contacted by the SA at the conclusion of each field event to verify satisfaction. In the case of any required remediation due to unanticipated circumstances, the SA will work closely with the iISP and the Customer to devise and execute a plan to achieve a satisfactory resolution.

Re-Scheduling Due to Customer

If for any reason the Customer changes or cancels within 2 business days of the agreed scheduled time or is otherwise not available for the scheduled installation(s), iTeam reserves the right to bill a Customer cancellation fee.

Installation Details

USB Printer (single- or multi-function)

iTeam Installation Service Provider (iISP) will perform the following key service steps:

- Unpack the printer (purchased separately)
- Connect printer to pre-existing AC power supply or UPS, neatly dressing cable
- Attach customer-provided USB cable (purchased separately)
- Install ink cartridges or toner
- Power on unit and load required software
- Verify installation by printing a test page
- Remove packing materials to an on-site dumpster or other trash receptacle
- This service does not apply to Mac desktop and notebook computers

Network Single- and Multi-function Printer (wired or wireless)

iTeam Installation Service Provider (iISP) will perform the following key service steps:

- Unpack the printer (purchased separately)
- Connect printer to pre-existing AC power supply or UPS, neatly dressing cable
- Install ink cartridges or toner
- Attach customer-provided Ethernet patch cable (purchased separately) to an available data port (wired) OR Connect to customer's wireless network using customer provided information (wireless)
- Power on unit and load required software
- Configure network settings using customer provided information
- Verify installation by printing a test page
- Remove packing materials to an on-site dumpster or other trash receptacle
- This service does not apply to Mac desktop and notebook computers

Specialty Printer (plotters, large-format, etc.)

iTeam Installation Service Provider (iISP) will perform the following key service steps:

- Unpack the printer (purchased separately)
- Connect printer to pre-existing AC power supply or UPS, neatly dressing cable
- Attach customer-provided Ethernet patch cable (purchased separately) to an available data port OR attach customer-provided USB cable (purchased separately)
- Install ink cartridges or toner
- Power on unit and load required software
- Configure network settings using customer provided information, if applicable
- Verify installation by printing a test page
- Remove packing materials to an on-site dumpster or other trash receptacle
- This service does not apply to Mac desktop and notebook computers

Print Server (wired or wireless)

iTeam Installation Service Provider (iISP) will perform the following key service steps:

- Unpack the print server (purchased separately)
- Connect print server to pre-existing AC power supply or UPS, neatly dressing cable
- Attach customer-provided Ethernet patch cable (purchased separately) to an available data port (wired) OR Connect to customer's wireless network using customer provided information (wireless)
- Connect to printer (purchased separately) using customer provided cable (purchased separately)
- Power on print server and load required software
- Configure network settings using customer provided information
- Verify installation by printing a test page
- Remove packing materials to an on-site dumpster or other trash receptacle
- This service does not apply to Mac desktop and notebook computers

Commercial Shredder

iTeam Installation Service Provider (iISP) will perform the following key service steps:

- Unpack the shredder (purchased separately)
- Assemble the shredder, if necessary
- Connect the shredder to pre-existing AC power
- Power on unit
- Test Unit
- Remove packing materials to an on-site dumpster or other trash receptacle

Installation Options

Share Printer (peer-to-peer network or server based)

iTeam Installation Service Provider (iISP) will perform the following key service steps:

- Configure sharing on newly installed printer
- Set permissions on shared printer (server based)
- This service does not apply to Mac desktop and notebook computers

Attach Client to Shared Printer (peer-to-peer network or server based)

iTeam Installation Service Provider (iISP) will perform the following key service steps:

- Install required drivers
- Attach to shared printer resource
- Verify installation by printing a test page
- This service does not apply to Mac desktop and notebook computers

Customer's Responsibilities

- Receive all equipment from vendor prior to installation
- All equipment to be installed must be located in the immediate area in which the installation will take place
- Provide Service Advisor with requested site survey and planning information, including identification of any scheduling constraints
- Select and provide cables necessary for Customer's installation and environment prior to Services
- To avoid additional on-site installation trips or delays, any necessary purchases should be made prior to iISP's on-site arrival
- Provide iISP with free, safe and suitable access to buildings (includes ample, hazard-free working space, electricity, and access to parking (at no charge)
- Ensure physical site and power are adequate to properly run the system prior to iISP's arrival
- Ensure adequate power is accessible
- Ensure an authorized employee or designee is present during the entire installation process
- Customer orientation will only be given one time; Customer is responsible for preferred members being present for the orientation.
- Sign acknowledgement of work delivered.

Important Additional Information

Additional On-Site Visits

Provided Customer has complied with the terms and conditions set forth in this Service Description, iTeam will make commercially reasonable efforts to complete installation during the initial on-site visit. However, some installations and/or upgrade services may require additional on-site trips. Events necessitating a follow-up visit may include, but are not limited to, the following: Customer's failure to sufficiently prepare the site for installation, lack of an electrical power outlet near the Customer's preferred installation location, or special preparation and/or additional hardware is necessary. Where follow-up visits are required, only the initial visit shall be included in the original price.

Products

iTeam is not responsible for the specifications of products selected by Customer, including revisions or engineering changes. Some manufacturers' warranties or service contract terms and conditions may become void if iTeam or anyone else other than the manufacturer or its authorized representative, installs or works on the product. **ITEAM DOES NOT TAKE RESPONSIBILITY FOR THIRD PARTY WARRANTIES OR FOR ANY EFFECT THAT THE ITEAM SERVICES MAY HAVE ON THOSE WARRANTIES.**

Terms and Conditions

iTeam is pleased to provide these Services in accordance with this Service Description and the Service terms and conditions at <http://www.iTeam.com/terms.html>, or Customer's applicable separate signed agreement with iTeam.

About iTeam, Inc.

iTeam is a premier provider of packaged information technology (IT) installation services to businesses across North America. Based in Littleton, Massachusetts, iTeam offers the most comprehensive catalog of on-site IT installation services in the industry. We install the most popular technologies used by businesses including desktops, notebooks, servers, networks, peripherals, monitors/displays, VoIP, software and more. We market and sell our installation services in partnership with leading technology product sellers, and we perform installations on-site at Customer locations.

