ID|Care

Printer Support

Is Your Printer Business Critical?

Protect your business against costly interruptions and downtime by upgrading to ID Care Plus or ID Care Pro support.

Get cover and peace of mind

For as little as £3.83 a week you're guaranteed expert support throughout the printers lifetime.

Expert repair technicians with no extra cost for their labour. Be back up and running in no time.

Choose a support package

|	ID CarePlus+	ID CarePro
Telephone & email support	✔	✔
Video Tutorial Library	✔	✔
Remote desktop installation	✔	✔
Remote desktop support	✔	✔
Zero labour costs on repairs	✔	✔
Annual printer service	✔	✔
EasyBadge Software Support	✔	✔
Urgent Onsite Intervention	✘	✔
Cost Per Year	**£199**	**£295**

Email Support

For simple non urgent issues that can be resolved over email.
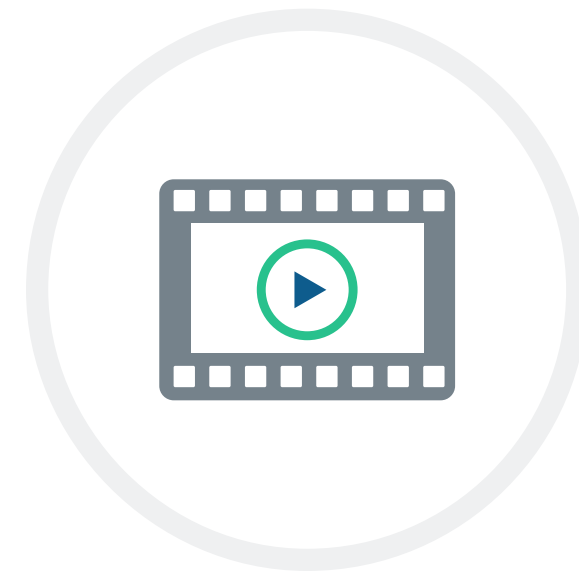
Video Tutorial Library

Learn about how to use your new ID card printer and how to look after it.
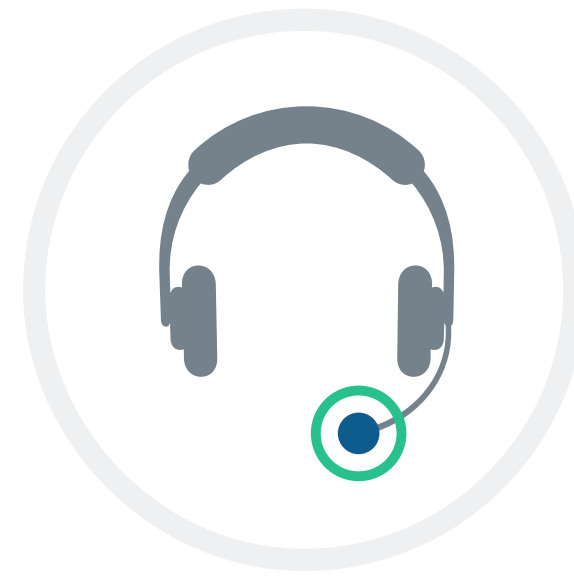
Telephone Support

Speak directly to an expert and be talked through the solution to your issue.

Annual Printer Service

Prolong the life of your printer with an annual service. Once a year, send in your printer to have it thoroughly checked, cleaned and serviced by our qualified printer technicians

Priority Telephone Support

Jump to the front of the queue and enjoy priority support. You'll be given access to the priority support line and email.
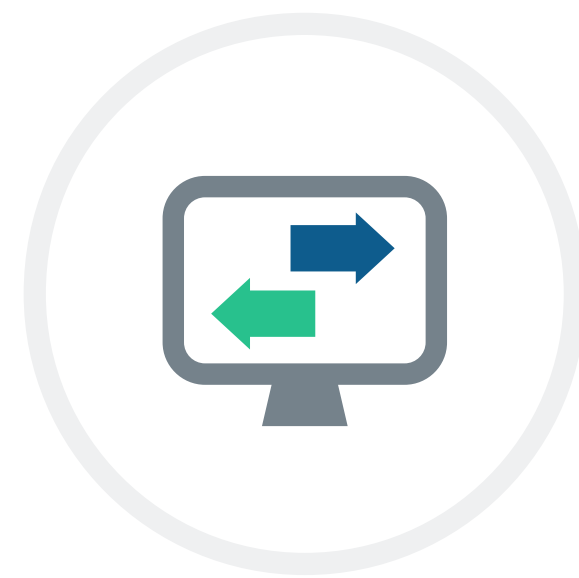
Remote Installation

With Plus or Pro support we can log onto your PC remotely and setup the printer for you.

Zero Labour Costs

Often customers decide to upgrade their printer (Example: Dual side printing, Ethernet or MIFARE® encoder) and the average labour charge is £80. With ID Care Plus or Pro you will pay no labour charges.

EasyBadge Software Support

We're here to support you with all versions of EasyBadge card design software from complicated database setup to advise on what design elements print best on plastic cards.

ID CarePro

Everything that comes with ID Care Plus with an onsite engineer visits available.

Urgent Onsite Intervention

Sometimes the only solution to a complex repair that needs to be carried out quickly is for a technician to visit your premises and complete the work needed onsite. Maximum 3 call outs per year.

Engineer will visit site and carry out the following:

- Initial Printer Assessment
- Clean and Test of printhead and platen rollers
- Re-fitting of any loose parts
- Freeing up trapped ribbon
- Sensor Calibration and Adjustment of Print offsets