



Supplies and Support Programs





A Discount Program That Suits Your Business

GetLabels designed three (3) flexible programs to support your business needs and lower your label printer's cost per print.

In exchange for your commitment to purchase your printing supplies exclusively from us, we will grant you discounts on a variety of printing supplies from ink cartridges, ink tanks, toners, and label rolls to printheads, maintenance cartridges and a variety of service products. Such discounts can even be extended to spare parts depending on your yearly commitment.

You will receive expert and personalized assistance from your dedicated Media Specialist who will work with you at getting labels specifically designed for your application in just the right quantity, at the right price and on time.

3 flexible programs to support your business needs and lower your label printer's cost per print.

01



Media Requirements Contract (MRC)*

- Perfect for seasonal businesses and those who are new to printing their own labels
- Discounted Support Products & Printheads
- *No volume commitment*: Discounted labels, inks, toners, thermal transfer ribbons and printheads to thank you for using GetLabels printing supplies exclusively

*All programs are 12-months long and contingent upon the exclusive use of GetLabels label materials and/or thermal transfer ribbons in your QuickLabel or TrojanLabel printer. Printing supplies are not invoiced until shipped.

02



Blanket Order* With Scheduled Deliveries

- Discounted labels, inks, toners, thermal transfer ribbons and printheads to thank you for using GetLabels printing supplies exclusively
- Discounted Support Products & Spare Parts
- Possibility of safety stock in case of emergencies
- *Peace of mind*: Scheduled deliveries for the items you know you'll need
- Locked-in prices on eligible items

03

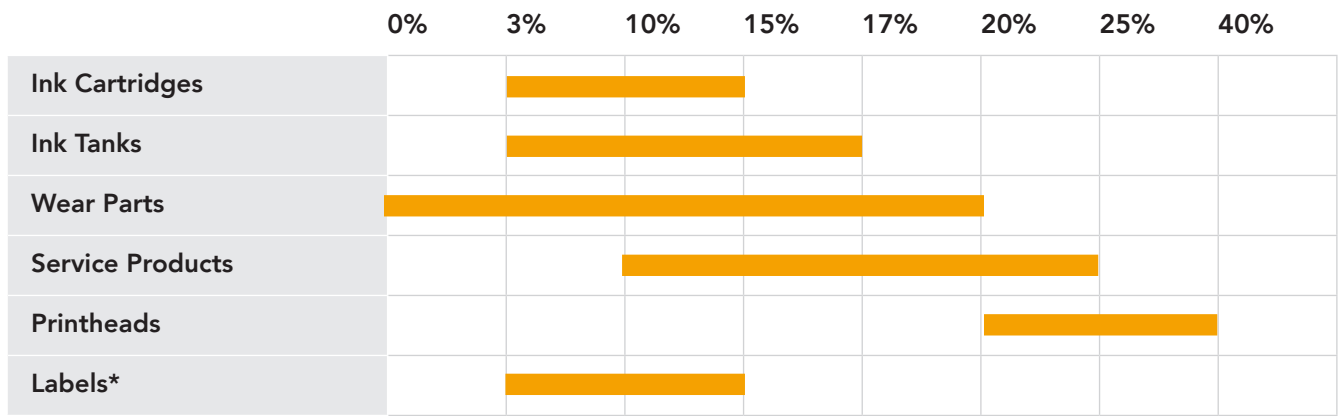


Blanket Order* You Can Release From, At Your Convenience

- Discounted labels, inks, toners, thermal transfer ribbons and printheads to thank you for using GetLabels printing supplies exclusively
- Discounted Support Products & Spare Parts
- Possibility of safety stock in case of emergencies or spikes in usage
- *Flexibility*: Email or call when you need items released from your Blanket Order
- Locked-in prices on eligible items

Discounts Overview

Contract Discounts range widely to match your level of commitment and are incremental to quantity discounts (where applicable):



* In addition to QUANTITY DISCOUNTS that can reach 25%.

For more details and to find out more about the various contract offerings designed to lower your cost of ownership, please reach out to your Territory Sales Manager or your Media Specialist.



AstroNova Product Support Overview

AstroNova Product Identification offers a full range of product support services to ensure the success of your in-house labeling and packaging printing needs.

Our goal is not only to provide high-performance in-house labeling and printing solutions but to ensure you have all the knowledge and tools to bring your products to life with vibrant, colorful branding and differentiation. Our direct Technical Support specialists are rigorously trained with extensive, up-to-date knowledge of all products and services, and stand ready to assist worldwide through our remote and local support systems.

AstroNova offers several Support Products which provide benefits and overall peace of mind, maximize uptime, and ensure you extract the highest performance out of your printing system.

Product Support Packages

Features	Extended Warranty Package	Preventative Maintenance Package (PMP)	Customer Support Package (CSP)
Additional One-Year Manufacturer Warranty	✓		
Depot Repair - Labor + Replacement Parts	✓		✓
On-Site Repair - Travel + Labor + Replacement Parts	✓		✓
Firmware and Software Updates	✓	✓	✓
Support Product* Discount of 10% (min) with Media Contract	✓	✓	✓
Unlimited Remote, Email and Telephone Support	✓	✓	✓
On-Site Service Priority		✓	✓
Loaner Printer			✓
Software Support and Major Version Upgrades			✓
Annual Preventative Maintenance Service		✓	✓

Extended Warranty Package

The Extended Warranty Package provides an additional year of financial and operational peace of mind, covering the cost of labor and replacement parts whether your machine is serviced on-site or at our repair depots, ensuring maximum uptime and productivity for your business.

Ideal for a business where the total cost of ownership and containment of service costs are critical.

* Support Products include: Installation and Training, Extended Warranty Package, Customer Support Package and Preventative Maintenance Package

Preventative Maintenance Package (PMP)

The Preventative Maintenance Package provides a priority response and an annual visit to keep your printer operating at its best. The PMP is ideal for businesses who prefer to leave maintenance to the experts and ensures optimal performance throughout the life of the printer.

Additional periodic maintenance visits can be added to this package.

Customer Support Package (CSP)

The Customer Support Package delivers a priority response to on-site service by an AstroNova specialist as well as a loaner printer if a repair cannot be made on-site. Additionally, we provide software guidance and support, as well as any major upgrades that would otherwise be chargeable. The CSP can be purchased with a new printer purchase at a discount since the Standard Limited Warranty provides repair benefits in the first year. The CSP is renewable beyond first year of ownership, and can be combined with an Extended Warranty, providing the ultimate protection of your investment.

The CSP is ideal for mission-critical compliance labeling or packaging applications where your business cannot suffer from production or shipping delays.



QL-300



T2-C



QL-120 Xe



QL-900

WORLD HEADQUARTERS

AstroNova, Inc.
600 East Greenwich Avenue
West Warwick, Rhode Island 02893 USA
Tel: +1 401-828-4000
Toll-Free: 877-757-7978 (US Only)
info@astronovaproductid.com

EMEA HEADQUARTERS

AstroNova GmbH
Waldstraße 70
D-63128 Dietzenbach Germany
Tel: +49 (0) 6074 31025-00
info@astronovainc.com

CANADA

Tel: +1 450-619-9973
Tel: 800-565-2216 (Canada Only)
infoCA@astronovaproductid.com

LATIN AMERICA

Tel: +52-(55)-3934-5171
infoMX@astronovaproductid.com

FRANCE

Tél: +33 (0)1 34 82 09 00
infoFR@eu.astronovainc.com

UNITED KINGDOM & IRELAND

Tel. +44 (0)1628 668836
infoUK@eu.astronovainc.com

DENMARK

Tel. +49 0 6074 31025 00
info@astronovainc.com

CHINA

Tel: +86-21-5868-1533
infoCN@astronovaproductid.com

MALAYSIA

Tel: +603 5031 9330
infoMY@astronovaproductid.com



www.astronovaproductid.com