



ASTRO

SERVICE PROGRAMME



ARIZONA & PLATINUM SERIES

ASTRO **PROGUARD**

BECAUSE DOWNTIME IS NOT AN OPTION

ALTERNATIVE + OEM SERVICE PROGRAMME

With **PROGUARD** by the Ultimatum Group, you can be sure your investment is taken care of with the best of the best in the industry. We know how important it is to keep your machinery running and in full production making sure those deadlines are met. **PROGUARD** offers an alternative to the OEM service programme for the Océ Arizona and Acuity range of printers, maximising production uptime with quick and reliable cover.

MAXIMISE YOUR OUTPUT

The Arizona's unrivalled productivity can be fully harvested thanks to optimally managing the uptime of your printer with Arizona **PROGUARD**.

Minimise downtime and safeguard steady, continuous production at the highest and consistent quality levels from your Arizona!

NO NASTY SURPRISES

What we promise is what you get! Our service programme is fully transparent with zero hidden costs. Everything is in plain english, black and white and a friendly voice on the phone should you need to call us to clarify.

You can feel assured that should your equipment fail that it will be treated as a matter of urgency.

The Ultimatum Group is also the exclusive OEM service company for the Platinum Series range of industrial, high speed LED UV printers and cutters.

With the **PROGUARD** programme, you can concentrate on the most important things...running your business, maximising profits and keeping your customers happy.



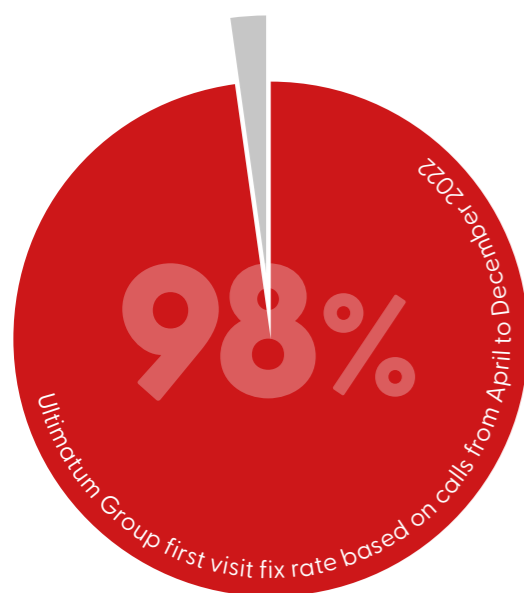
Live phone or on-site support for complete customer satisfaction



WHAT'S INCLUDED AS STANDARD

- Option for 36, 48 or 60-month contract
- Travel and labour cost
- Spare parts*
- Preventive maintenance
- Same business day remote support
- Same day Mixed Reality support
- Next business day onsite support
- 1 Free Printhead included per year

* Subject to terms and conditions



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Ultimatum have looked after us for the last 7 years on our Arizona and they have never failed to impress on service and supply.

We can't imagine there's another company out there that we could reply on for help and advice when needed.

We've also added a new Platinum series flatbed to our print room which is on another level and we would highly recommend.

Chris Parker

Pix-Art / Wallkandy
Huddersfield

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Our Arizona has been looked after so well by Ultimatum, they even just call to give it a clean when passing which we've never seen before with any other service company.

They've been part of our journey while expanding over the years with moving and buying new machines. It's exemplary service to say the least in comparison with others.

Paul Lin

Go-Cre8
Liverpool

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MAXIMUM UPTIME

THE MOST COST EFFECTIVE
SERVICE PROGRAMME

HIGHLY SKILLED FACTORY
TRAINED TECHNICIANS

FAST INITIAL REMOTE ASSISTANCE
AND DIAGNOSIS

MIXED REALITY SERVICE ASSISTANCE
WITH MICROSOFT HOLOLENS