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"APPROVED"

General director of Polly-Service Ltd.

\_\_\_\_\_/P. Khoroschak/

February 24, 2016

## **Service Center of Polly-Service Ltd.**

*Main rules of operations*

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# 1. Basic statements

- 1.1. Service Center of Polly-service Ltd. (hereinafter referred to as **SC**) is a department that provides the customers of Polly-Service Ltd with the information and technical support.
- 1.2. Polly-service Ltd is the official distributor and authorized service provider of Entrust Datacard company (United States) in Ukraine, as confirmed by relevant documents of Entrust Datacard.
- 1.3. These rules (hereinafter referred to as Rules) are developed to manage the processes within the SC and to organize the relationships with the customers.
- 1.4. The rules are mandatory for SC and, as well, for the customers of Polly-service Ltd.
- 1.5. SC provides the maintenance services which are based on:
  - Supply contracts of goods and services (warranty and post-warranty support, WS & PWS).
  - Separate service requests.
- 1.6. SC of Polly-service Ltd. performs all business activities under the Ukraine legislation, by the technical documents of the manufacturers and by these Rules.
- 1.7. Polly-service Ltd. provides all its customers with a copy of the Rules. For customers who already have this document we provide the history of changes.
- 1.8. The Service Center supports two main types of Products:
  - a) Equipments:
    - Desktop - printers, Embossers, other desktop equipments.
    - Modular systems - big modular machines and systems (DC7000/9000, MX2000/6000, MX1100/2100/6100, etc.)
  - b) Special software for plastic card personalization, which can be the part of equipment or as separate product.
- 1.9. The Polly-service Ltd. provides all its products with warranty period and/or guaranteed life-time which are based on the requirements of the legislation and on the terms of the manufacturers. Also, there is a warranty storage time for some types of goods which determines the period of storage time within which the suppliers guarantee the proper product quality. Within the warranty period life-time Polly-Service Ltd. is responsible for the quality of the goods. Quality complaints that are submitted after the warranty expiration will not be accepted and shall not be subject of WS. The Polly-service Ltd. performs free of charge repair, exchange or other services for the broken equipments within the warranty period. All works performed by the Polly-Service Ltd. after the warranty period, are the subject of post-warranty support.

# 2. Types of services

- 2.1. Service Center provides technical support at the different stages of product life:
  - Presales;
  - Preparation, installation, setting and customer's acceptance;

- Using and technical support;

2.2. There is a list of main services in the Table 1:

**Table 1**

<b>Name of the job</b>	<b>Description of the job</b>
<b>Presales:</b>	
• <i>Technical consultancy</i>	Providing the technical consultancy concerning the technical aspects of product using
• <i>Developing the project's technical documents</i>	Developing some types of technical documents which are needed for site preparing, etc.
• <i>Developing User Guides</i>	Developing User Guides and Administrator Guides for the customer's personnel.
<b>Preparation, installation, setting and customer acceptance:</b>	
• <i>Presales checking</i>	Checking the functional conditions of the equipment before sending to the customer.
• <i>Technical inspection</i>	Professional checking of the equipment and providing the report
• <i>Presales preparing</i>	Preparing for sale the used equipment (cleaning, checking, repairing, etc.).
• <i>Presentation of product</i>	Demonstration of product abilities, how it works, production tests, issuance of samples, others.
• <i>Installation</i>	Assembling and installing the equipment on the customer site in the prepared place.
• <i>Adjusting to the production stage</i>	Final adjusting of the installed equipment, according to the product specifications. Only authorized service engineers should perform this work. The procedure is mandatory for modular systems and is an option for Desktops.
• <i>Software and/or hardware integration</i>	It's performed, on request and under the customer's control, for proper operation of the delivered equipment/software with solutions of the other vendors.
• <i>Controller PC's backup</i>	Creating backup copies of system's PC for the quick recovery in case of need.
• <i>Testing of HW/SW</i>	Testing of the functions of the hardware/software (HW/SW)
• <i>Information and technical support</i>	Consultancy for the customer's staff for proper preparing and starting the production. Does not include support for equipment and SW from other vendors.
• <i>Training of customer's staff</i>	Training of the first group of the personnel (up to 3 persons) for proper using and maintaining the equipment/software. Based on the technical documents of the manufacturer.

<b>Using and technical support. Preventive maintenance.</b>	
• <i>Operator's maintenance</i>	Regular operator's preventive maintenance (OPM), which are performed by the trained staff according to the user's guides and manufacturer's requirements. The SC can perform these works, but at pay condition usually.
• <i>Preventive maintenance (PM)</i>	Regular preventive maintenance (PM), which are performed by authorized engineers of SC within manufacturer's requirements
<b>Using and technical support. Corrective maintenance.</b>	
• <i>Diagnostics</i>	Technical inspection of the HW/SW concerning the possible reasons of faults or defects with the followed report.
• <i>Repairing</i>	Recovering, replacing of the broken parts/units; adjustments of the mechanical and/or program settings.
• <i>Updating</i>	Updating the SW or HW to the current versions/revisions.
• <i>Controller PC's backup</i>	Creating backup copies of system's PC for the quick recovery in case of need.
• <i>Training of customer's stuff</i>	Training of the of the personnel for proper operating and maintaining the equipment/software. Based on the technical documents of the manufacturer.
• <i>Information and technical support</i>	Consultancy, instructions and other help for the customer's staff for proper using and maintaining the equipment/software. Does not include support for equipment and SW from other vendors.
<b>Using and technical support. Upgrade.</b>	
• <i>Upgrade/Update</i>	Changing the functional conditions of the equipment and SW.
<b>Other works:</b>	
Reinstalling, removing, cleaning, etc. These are performed under the separate agreements.	

### 3. Warranty policies

3.1. SC provides the warranty services (WS) under the law of Ukraine, according to the manufacturer's requirements and of these Rules.

3.2. The Customer should use the equipment within rules and requirements of the manufacturer, which are stated in the user's guides and in other documents. He is responsible for proper and in time operator's maintenances.

3.3. Polly-Service sets the warranty periods for sold products according to the manufacturer's warranty policies and provides an exchange or recovering at free of charge for all warranty cases.

3.4. Polly-Service Ltd. can cancel the warranty in the following cases:

**a) incorrect using or damaging of equipment during the transportation or moving;**

- b) non-fulfilment the requirements of technical documents of manufacturers and/or the sales contracts, and/or the Rules for using and storage the equipments;*
- c) unauthorized influence of the external factors (mechanical influences, a flood liquids, damages by rodents or insects, the fire, a room destruction, etc.);*
- d) unskilled and/or unauthorized works with the equipments or software;*
- e) other cases / situations which have happened not because of "Polly Service" and/or are not defects of the manufacturer.*

In such non-warranty cases Polly-Service Ltd. provides the repair services under the paid conditions.

3.5. There are two kind of warranty services:

- Polly-Service is a final customer's contractor (a supplier and an installer of the equipment / SW) and provides the warranty directly.
- Polly-Service is only a supplier to the partners which are the installer and the final customer's contractor. In that case we provide the warranty services to the end-user through the partners.

3.6. Installer (partner) should accept all warranty claims from their customers concerning the Polly-Service's products and should provide all activities needed in order to cover warranty case on site. Polly-Service provides the partners with the warranty support needed (consultancy, instructions, phone support, parts or an equipments for replacing, etc.).

3.7. In case of warranty, SC provides the partners with free of charge repair or adjustment the equipment in the Polly-Service's office.

3.8. Within the warranty period, free of charge, Polly-Service performs following services: presales checks, tests of equipments, demo-show, installation and adjustments, initial user's training, consultancy and phone support, diagnostics and repair services, parts or units replacement, according with the conditions of 3.5-3.6.

3.9. In case partner can't provide the warranty services on customer's site, end-user or partner should ask Polly-Service to perform all works needed and must pay for that.

## **4. Post Warranty Policy**

4.1. Polly-Service provides customers with the post-warranty services under Laws of Ukraine, requirements of manufacturers and these Rules.

4.2. SC warrants the full technical support within the product life-time for all our customers, except the cases when it can't be done because of external causes (end of usage period, end of manufacturer's support, parts unavailable, etc.).

4.3. Post-warranty services can be performed on the single service-request as well as under the service contracts.

4.4. On the single service-request, SC performs all works mentioned above, according to the Rules and on the current prices.

4.5. In case of service contract, SC performs all activities under the contract's conditions.

There are three main kinds of post-warranty service contracts:

- Standard support.

Cost consists of work only and doesn't include any parts or materials. Works – these are the regular preventive maintenance (PM) and all other corrective maintenance needed.

The max. response time for service request is up to 36 hours. The max. repair period is up to 3 working days if all parts and materials are available.

Payments are performed quarterly, at the end of service quarter (3 months).

Standard parts delivery time is up to 6 weeks since the request or prepayment.

- Advanced support.

Price consists of work and limited parts stock. Such parts are always on stock, that provides quicker repairing the equipment in case of parts needed. This parts list is put in the contract and these parts are used free of charge.

The max. response time for service request is up to 24 hours. The max. repair period is up to 2 working days if all parts and materials are available.

Payments are performed quarterly, at the end of service quarter (3 months).

Standard parts delivery time (except the stock parts) is up to 6 weeks since the request or prepayment.

- Full support (all inclusive).

That's a max. pack of services, price of which includes all works and parts needed.

The max. response time for service request is up to 4 hours. The max. repair period is up to 1 working day if all parts and materials are available.

Prepayments are performed quarterly, at the start of service quarter (3 months).

Parts delivery time (except the stock parts) is up to 6 weeks, or up to 2 weeks for the urgent cases.

4.6. Usually, service contract consist of the following kinds of works:

**a)** diagnostic;

**b)** PM;

**c)** corrective maintenance;

**d)** Consultancy, instructions and other help for the customer's staff for proper using and maintaining the equipment/software.

4.7. Service contract usually doesn't include any additional services (not mentioned above).

For example: operator's works (loading the supplies, maintenance), installation any additional SW/HW, upgrades, additional trainings, moving an equipment to other place, etc.

4.8. All service works and procedures are described in the contract, according to the Rules.

4.9. In case maintenance was terminated for more than 3 months, SC performs (at pay condition) an additional technical inspection of equipment/system before continuing the contract or signing the new one.

## 5. Applying and handling the service requests

- 5.1. Service requests can be accepted by SC on working days (defined by Ukrainian law) and in working hours (usually 9:00-18:00).
- 5.2. The requests should be filled in to the according form or in the official customer letter and should be sent to the SC by the fax (044-5612594) or e-mail ([service@polly-service.com](mailto:service@polly-service.com)) and should be approved by the phone's call (044-5612565). The service request form is attached to the Rules.
- 5.3. The service request should be signed by the responsible customer's person and it is an obligation of customer to pay all expenses of SC for the request proceeding.
- 5.4. In the service request, customer must describe the problem by using appropriate technical terms, error codes, etc., which are used in the User's guide for the equipment. In case of need, customer must answer on the service engineer's asks concerning the problem and must perform the additional checks and recommendations of SC within the preliminary diagnostic.
- 5.5. Every request should be marked with the urgency category. If customer asks more urgent category than "standard" it can be additionally paid. SC can accept the request with that category, which is available at the moment.
- 5.6. In case if urgency isn't marked in the request it is accepted with the "standard" category.

## 6. Terms of service maintenances

- 6.1. Time expenses for the service works are calculated by the following:
- Response time to request.
  - Working hours.
  - Time expenses for the parts supplying.
- 6.2. Response time to request is calculated as hours between request acceptance and start of service work. Max. values of these times are pointed in the Table 2 below.

Table 2

Urgency cat.	Working hours	Response to request time		Extra payments for urgency
		Place of work		
		Kyiv and Kyiv region	Other places of Ukraine	
1 – standard	On working days, from 10:00 till 18:00	Up to 2 days	Up to 5 days	N/a
2 – urgent	On working days, from 09:00 till 18:00	Up to 8 working hours	Up to 3 days	+40%
3 – extra-urgent	Any days	Up to 4 working hours	Up to 2 days	+100%

## 7. Determining the cost of services

- 7.1. If technical support is performed under the service contract, cost is determined by the contract's conditions. Generally, price of contract consist of work cost and materials cost. In depends of service contract (see Chapter 7), price always includes limited number of works and can include parts as well (from minimal to full responsibilities for parts providing). Also, some additional factors can affect the price, like following: travel expenses, urgency, additional works, etc.
- 7.2. If technical support is performed under the separate request, price is calculated on:
- a)** cost of working hours;
  - b)** cost of parts and materials;
  - c)** extra cost for urgency;
  - d)** travel expenses of SC.
- 7.3. Cost of working hours is calculated on current price of Polly-Service for costs of different types of works. The number of working hours spent should be filled in the working paper of service engineer and it should be signed by the customer.
- 7.4. Cost of part is calculated on current price of Polly-Service for parts.
- 7.5. The extra cost for urgency is calculated on a fact of response time. Even in case if response time is less than is asked in the service request.
- 7.6. In case of service price is significant part of the equipment's price, SC should discuss the relevance of that work with the customer before start.
- 7.7. Invoice is sent to the customer within 3 (three) working days after works were done.
- 7.8. Customer should pay the invoice within period mentioned in the invoice or in the contract. In case of claims, customer should send an official letter to the Polly-Service within 3 days from the date of finish of work.

## 8. Annexes

### Annex № 1

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General director of Polly-Service Ltd.

\_\_\_\_\_/P. Khoroshchak/

*Print on the official customer's form*

<b>From:</b> _____ <i>(customer's name)</i>
<b>Address:</b> _____
<b>tel.:</b> _____ <b>fax:</b> _____
<b>Letter №</b> _____ <b>date:</b> "____" _____ 20____.

**To:** Service Center of  
Polly-Service

**Fax:** (044) 561-25-96

**Tel.:** (044) 561-25-65

e-mail: [service@polly-service.com](mailto:service@polly-service.com)

### Service request

*We ask you to perform the following service works:*

№	Description of services needed (PM, repair, etc.)	Urgency cat. (standard, urgent, extra-urgent)	Additional remarks (contract, warranty, etc.)
1.			

*In the following equipment/system:*

Type	Serial №	Configuration (modules, options)	Supplier	Date of sale

Detailed problem description (room conditions, errors, checks performed, others):

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***This service request is also an obligation of customer to pay all expenses of SC concerning the services provided.***

**Sign of customer:** \_\_\_\_\_

/ \_\_\_\_\_ /  
*Name and position of customer's responsible person*

*Remarks of Polly-Service*

Request was received on: " _____ 20____, in _____ h. _____ min. Urgency cat.: _____.
Signed by: _____ / _____ /