



PROTECT YOUR INVESTMENT WITH A CROWLEY CONTRACT

When initiating or renewing a maintenance contract with The Crowley Company, clients purchase an insurance policy against out-of-budget expenses caused by unlikely but potential technical issues. Preventative maintenance ensures that such issues rarely occur and equipment operates at peak efficiency for maximum ROI.

As a manufacturer, distributor and service bureau operator, The Crowley Company understands the substantial investment that goes into every equipment purchase. To protect this investment, Crowley offers equipment owners a **complete range of technical support services** with **multiple maintenance options** to fit client needs and budgets.

Expertly trained technicians are available to meet the demand of Crowley's clientele. To facilitate quick turnaround and expert service to clients in the U.S., The Crowley Company supplements an in-house team with certified third-party technical support vendors. The result is high-quality support when you need it, where you need it.

CROWLEY-MANUFACTURED BRANDS INCLUDE:



DISTRIBUTED BRANDS INCLUDE:



TECHNICAL SUPPORT SERVICES



Installation and Training

From purchase to project initiation, experienced technicians will be there to install new equipment and to conduct thorough operator training, enabling maximum output as quickly as possible



Standard Equipment Warranty

All North American equipment purchases include a standard 90-day warranty covering parts, labor, shipping, 24-hour response time and priority scheduling



Replacement Parts and Supplies

Clients can lower total cost of ownership by utilizing competitively priced consumable parts (belts, lamps, etc.) and micrographic supplies (microfiche/film, aperture cards and photographic chemicals) available through The Crowley Company's large and immediately accessible inventory



Equipment Repair, Maintenance and Replacement Options

Crowley's array of maintenance options ensures that all manufactured and distributed products continue to run efficiently and provide optimal return on investment. Clients can choose the contract to best fit a specific environment:

Annual Preventive Maintenance Contracts

- **Depot Agreement**
Units are shipped to a Crowley facility for maintenance
- **On-site Agreement**
Crowley technicians will repair or inspect the unit on-site

Service for both options include 24-hour response time, phone/web support, priority scheduling, shipping, labor, travel (for on-site) and shipping when necessary

Emergency Repair Services

If a unit is not covered by a warranty or preventative maintenance contract, emergency repair services can be purchased on an as-needed basis

Advanced Unit Replacement (AUR) Agreement

An AUR agreement is available to protect against the unlikely event that a unit needs to be replaced



"Since the installation of our Zeutschel 15000 book scanner late last year, the Crowley technical support team has dealt timely, honorably, skillfully and pleasantly with me and other personnel at the Las Vegas FamilySearch Library."

—Linda Isom, Librarian

