

RICOH

Authorized Parts Repair Facility

Hytec

DEALER SERVICES INC.

Ricoh Americas Corporation and **Hytec Dealer Services** have joined together to provide higher service levels, increased product support, and complete solutions for circuit board and electro-mechanical repair and distribution on the Ricoh family of products.

As an industry leader in circuit board repair for the office imaging industry since 1981, Hytec's authorization by Ricoh will provide many benefits and enhanced services to Ricoh's dealer network.

Benefits for YOU

- ◆ Functional live test performed after all repairs
- ◆ Preventative maintenance performed with all repairs
- ◆ Ricoh factory training provided to Hytec
- ◆ Ricoh engineering support
- ◆ Ricoh genuine parts used on all Ricoh repairs
- ◆ Ricoh & Hytec feedback loop to improve product reliability
- ◆ One-year warranty on boards (90 days on electro-mechanical items)
- ◆ Current factory modifications & upgrades performed with all repairs
- ◆ High quality, reliability, and consistent repair procedures
- ◆ State-of-the-art testing equipment & ESD controlled facility



Hytec Also Provides

- ◆ Multi-brand support from one board repair vendor
- ◆ Comprehensive repair offerings including accessories
- ◆ Dedicated customer service staff
- ◆ Real-time website & online ordering
- ◆ Multiple service choices
- ◆ Fast turnaround time
- ◆ One day rush repair service available