

When you **purchase** or **lease** our office equipment, you will **receive** more than our **best-in-class products**.



Committed to our customers.

Service commitment.

Sharp adheres to the **highest standards** in all aspects of **maintaining and servicing our equipment**. We use only **genuine Sharp parts and supplies** to ensure that your equipment **performs** at its **best**.

Exceptional service is reliant on exceptional people.

Our team of **customer-dedicated technicians** serves as ambassadors of The **Sharp Experience**. These Sharp-certified technicians receive continuous training in Sharp hardware, operating systems, and customer relations. They are **committed to performing** at a **higher level** and **develop ways** to **improve your interaction** with our **products**. With years of service in their chosen field, they are **leaders in technology, service, and innovation**.

They are not only **experts** in **installing, diagnosing, and maintaining Sharp equipment** – they are **highly knowledgeable** and can **answer any questions you have about our products**.



the **SHARP** experience

trust & transparency

SHARP

thesharpexperience.com

Leaders in technology, service, and innovation.

Outperforming the industry standards for fast and reliable service. At Sharp, we employ a flat organization model that eliminates middle management and elevates the level of responsibilities that each employee has, empowering them to serve you better. As part of the Sharp Experience, you will receive the solutions you need quickly from a consistent, knowledgeable administrative employee whenever you need our help. Our Sharp-certified service call technicians have built their reputation on their performance, outperforming the industry standards for fast and reliable service.

It's a Sharp initiative to minimize the amount of time it takes to solve any issue, and we continuously seek out opportunities to be more efficient in addressing your concerns accurately and in real time.

Did you know? Sharp operates a "live testing lab" with all models of hardware and operating systems. This active investigation and experimentation allows our technicians to practice troubleshooting and solve real-world problems faster.

Performance Commitment

If you have a deadline, Sharp will prioritize your service request to help you meet it.

We are committed to meeting or exceeding the following performance levels:

Preventative Maintenance Program.

At Sharp our approach to service is to prevent emergency calls. That's why we've created the **Preventative Maintenance Program** to help avoid unexpected malfunctions and disruptions. Sharp runs ongoing analytics, predicting your maintenance

needs and anticipating when parts & consumables will require replacing. Our **Preventative Maintenance Program** ensures we reduce emergencies and limits the time your equipment is out of service.

Remote Electronic Diagnostics (RED).

Receiving device data remotely, Sharp will be notified when you'll need new supplies such as toner or replacement parts. We consider anticipating your needs to just be part of our job.

Product Guarantee. When equipment does not perform to factory specifications, and the cause is not related to the equipment's environment, Sharp will repair it within 5 working days or replace it with a similar model.

For complete details, please speak to your Sharp representative.

genuine

SHARP

parts · supplies

Real Accountability. We prefer that you know exactly how your products are performing, and how they can improve. As part of The Sharp Experience, your business will operate its own personalized **B2B Portal**, obtained through your **YourSharp™** account. This customer-driven application will offer you the opportunity to follow and produce reports of all the information regarding your account, providing you with the essentials to best track, assess, and manage your equipment most effectively.

SHARP

service

guarantee

Service Guarantee

We stand behind our Sharp-Certified Technicians and our record of service. If we do not meet the levels of service in our agreement, we will absorb all labour costs until we do.

Please speak to your Sharp representative for full details or call 1-800-837-0256 to find an Authorized Sharp Service Provider.



The **Sharp Experience**. The promise of a **rewarding and friendly experience** through every member of our team. We will remain **accountable for your business** always. We will **treat you as friends** should, with **trust, dependability, accountability, and flexibility**. We are passionate about The **Sharp Experience**, and all of us are looking forward to the **opportunities of supporting you**, and to making new friends along the way, after all, **life and business are meant to be enjoyed**.

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