

GET EXPERT HELP FOR YOUR CARD PRINTERS



Hassle-Free Service to Keep Your Operation Running Smoothly

The PDC Technical Service Team helps organizations optimize their card printers for efficient, worry-free card production. With over 95 years of combined technical experience, our team is manufacturer-certified to perform warranted service and repairs for the leading card printer brands:



Get Expert Help with:

- Troubleshooting hardware or software issues
- Printhead replacement
- New printer installations
- Adding features or hardware to your printers
- Card and supply recommendations
- Installation Configuration Assistance (ICA)



"Our #1 job is to resolve our customers' technical issues to keep them up and running. We don't give up until they're satisfied."



-- Derrick Bellanca, Technical Services Manager



PROTECT YOUR CARD PRINTER INVESTMENT

PDC ValueCare and PlusCare warranties provide peace of mind

Assure performance and reliability of card printers with our PlusCare or ValueCare warranties. These service agreements give you the expert service you need with fast response times and live-agent phone and email support.

COMPARE YOUR OPTIONS		
	PDC ValueCare 	PDC PlusCare 
Type of Coverage	Add years to the end of the manufacturer's warranty for extended coverage.	Layer this coverage on top of manufacturer warranty for enhanced service. Includes a loaner printer during repairs to minimize downtime.
Telephone and Email Support	✓	✓
Repair Assessment	✓	✓
Firmware Upgrades	✓	✓
Printer Cleaning Once a Year	✓	✓
Labor Costs Covered	✓	✓
Common Spare Parts Covered	✓	✓
Loaner Printer Shipped Overnight During Repairs		✓
Shipping Costs Covered	Ground	Overnight
Print Head Discount	40%	60%
Years of Coverage Choices	1-4	

