



Service Request PO,

The following are the requirements to request service.

- 1) Open a case with the call center @ na.service@mimaki.com

Mimaki Tech On Site Service Request PO Requirements

Ensure the Service Request PO reflects

- PO Number
- Case Number
- Machine Type
- Machine Serial Number
- End User information in the "Ship To" field.

Please make certain that the PO reflects the correct billing rates. Incomplete or otherwise incorrect Service Request PO submissions will delay onsite scheduling.

Required Service Request PO line items:

Hourly Requirements = Enter Exactly As Listed Below:

- Labor Hours TBD - Labor Rate is \$200/Hour Minimum 4 Hours TBD
- Travel Hours TBD - Travel Rate is \$200/Hour TBD

Once the Service Request PO is received by Mimaki service, the request will be submitted to the appropriate Regional Service Manager. If they agree to perform the service call, they will schedule a technician.

"No Charge" onsite service requests require a \$0 PO as well as written authorization from Regional or Corporate Management at Mimaki.

- 2) The Regional Service Manager may provide a flat rate for labor and travel, otherwise add these two-line items to your PO



City Centers All Mimaki Products Team			
East	New Jersey	Flowery Branch, GA	Orlando, FL
Central	Chicago, IL	Minnesota, MN	Dallas, TX
West	Gardena, CA	Phoenix, AZ	Portland, OR

Labor Rate per Hour	Travel Rate per Hour
\$200.00	\$200.00

Travel Zones			
Service Area	Distance (Miles)	Travel Time	Travel Charge2
1	<50	1	\$200.00
2	51-100	2	\$400.00
3	101-150	3	\$600.00
4	151-200	4	\$800.00
5	201-300	5	\$1,000.00
6	301-400	6	\$1,200.00