



**We Service All Types Of Copier, Printer & Fax Equipment From Most Manufacturers.  
Multi-Function... Connected... Work Groups... Wide Format...**

**We do it all!**

Welcome to Rapid Copier Service Co

We are a family owned SERVICE DRIVEN company that can provide you with QUALITY service's and products from the best manufacturers.

Getting Your Office Equipment Repaired in the Philadelphia PA area.....

What's your experience with your current office equipment service company?

How would you like to have an experience that is not only cost saving but pleasurable?

We have been providing *Rapid*, dependable office equipment servicing in the Delaware Valley area since 1991. We have helped hundreds of small and large businesses maintain an uninterrupted work flow with quality service at half the cost. Many businesses these days are looking closer at their office equipment costs and searching for better options. Most large office equipment dealerships in the area charge at least \$150 per hour and some of them charge \$150 just to show up, whether they fix your machine or not. Our service is less than half the price at \$49 for 1st half hour and we stand behind our service with a guarantee that your problem will stay fixed.

If you are shopping around for lower cost and better support than you are currently getting from your dealer let us explain how we are different. We identified many years ago that the Delaware Valley, Tri-State area needed a different choice than the traditional office equipment dealer that has their focus on large corporate accounts. *Rapid Copier Service* is the areas smart choice. We maintain a limited number of clients so we can always give quality, personalized service; bigger does not mean better when it comes to repairing your office equipment. If you're tired of office equipment dealers high cost service calls and maintenance contracts then it's time for a different choice. If you want someone that knows who you are when you call and cares that your office equipment is not down for long periods of time then we are the right choice for you.

*Rapid Copier Service* vs. The large dealer on office equipment repair. Philadelphia area is much like other big cities, it has big copier dealerships that have thousands of customers and employ hundreds of technicians. This is great for them, a big city equals big profits.... but, is this good for you as a customer? We say no and we'll tell you why. The number one problem is that with a big dealer, you are just a number. When a dealers top priority is making sure their large corporate contracts are taken care of, guess where that leaves small and medium size businesses. At the bottom of their list, right. Maybe you are already experiencing the effects of being at the bottom of the list. Is it hard getting your issues and concerns herd by someone who cares? Does your company suffer in the areas of response time, frequent call backs, high supply cost. That's not the way it works at *Rapid Copier Service*, we listen to all our customers concerns. We want to know if something is not working for you, so we can provide the best service possible. Another problem you may be experiencing with your current service experience is the technician's attitude. With the big dealers the technicians are underpaid and overworked and the end result is bad service for you. Not only are they paid very little but with thousands of customers, they often won't see the same customer again for months. You might not think this is a problem until you get into the mind of that technician. He is underpaid and overworked and he knows that the next time you call in for service, he has a 1 in 100 chance of it being him. This breeds a hit and run type of service for you. Quick fixes and a high service call ratio with numerous call backs and reoccurring problems. All you have to do to know this is true is to ask your secretary what she thinks of your current office equipment service. This is just another example of big dealer profits equaling a bad end result for you, the customer. We'll make sure your bottom line never suffers because of bad office equipment service. As an Independent dealer, we maintain a limited number of service contracts. That way we can make sure you always get the personal attention you deserve. Our top priority is you, our promise is great service at a great price. Contact us for immediate service or get a quote on a service contract that is suited to YOUR needs.

At Rapid Copier Service, we pride ourselves on building long term relationships with our customers (many have been with us since our start up in 1991!) by providing superior, service, products and value. Rapid Copier Service has been in business since 1991 and has an earned a reputation for excellence. Our philosophy is simple: we make a promise and we follow through, giving you the best in the business when your office equipment needs a little attention from a real caring and professional service organization (that would be us). We pledge to always be the best we can be in the office equipment service business. We hope you can see the value of what we offer and hope to build a business relationship with you.

Thank you for your consideration.

Sincerely,  
Rapid Copier Service Co

Serving Eastern to Central PA, All of NJ, Staten Island NY, DE and Northern MD.

For *RAPID* service please call:

**215-942-9766 \* outside PA 1-866-891-1620**

**Fax 215-942-9768 or email us at [repair@rapidcopier.com](mailto:repair@rapidcopier.com)**



**Call today  
for Service!**

*Service Solutions for Copiers, Printers, Multi-Function, & Faxes*



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**Service call rates:**

\$49.00 up to 30 minutes. \$89.00 up to 1.0 hour. After 1.0 hour, \$22.25 per 15 minutes. Plus travel minimum of \$25.00 per visit.

**Service Plans Tailored To Your Business Needs....**

We have a variety of plans to best meet your equipment service needs. Our first priority is customer satisfaction -- making sure you have the level of service that fits your business needs and keeps your equipment in top working order. Contact us so we can customize a service plan just right for your office and the way you use your office equipment. Our service plans are customized to fit your business needs. We offer both depot (in house) and on-site options for time and materials, pay-as-you-use plans and our popular annual maintenance contracts. We also have offer a pre-paid service plan that will cover all of your equipment for one low price for service which gives you big savings off our regular low rate. Read on below about this pre-paid option.

**OUR Pre-Paid Service Plans (Since 1991, a great idea for any size business):**

**• PRE-PAID SERVICE CALL (PPSC) PLAN EXPLAINED**

We offer a 10 pack service call package that works like this; you purchase 10 service calls for \$850.00, each service call is good for service on any copier, fax, printer or multi function unit and allows up to 1 1/2 hours per call . The pre paid service calls are good for 2 years from the purchase date. This is a large savings over the regular per hour service call rate. Parts & supplies are additional if required. (5 pack also available for \$475.00). *Pre paid service calls include travel in our regular service area on initial service call placed for each PPSC.*

**Scenario:**

We visit your equipment and find that it needs a part. We will order the part and return to install the part under the same pre-paid service call up to the 1 1/2 time on the PPSC. You pay only for the part and travel (if applies). On the return. You have exceeded the 1 1/2 hour allowance on the pre-paid service call for that visit. We can either use another pre-paid call or charge you only in increments of 15 minutes (your choice).

**Additional Benefits when using our Pre-Paid (PPSC) Plans:**

**2 machines serviced on 1 PPSC @ same location if service is notified when initial call is placed. (up to 1.5 hrs)**

- **Do you have multiple locations, job sites? We allow you to use a PPSC anywhere in our service area.**
- **10% discount on parts if needed.**
- **Free call back service from technical staff @ n/c to try a phone fix solution to a problem.**

**Terms & Conditions:**

Any travel, parts & supplies must be paid for at the time of the visit unless other arrangements were previously made.

Pre-paid service calls are only good at your location on your equipment and can not be transferred or traded.

Pre-Paid service calls (PPSC) expire two (2) years from the purchase date or when used up (which ever comes 1st) with no refunds for unused PPSC's or Maintenance time or copies. PPSC and Maintenance agreements are not transferable.

**THERE ARE NO OTHER WARRANTIES, WHICH EXTEND BEYOND THE DESCRIPTION HEREIN. ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARE EXCLUDED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR OF FITNESS FOR ANY PARTICULAR PURPOSE.**

*It was just a matter of time before other companies jumped on OUR wagon and started putting out their version of this plan. Well, It just can't measure up to how we do it. Contact us with any questions about how we can customize a plan that's just right for your business.*

*It's easy to sign up. Please feel free to contact us with any questions about our pre-paid service call plans. This type of plan is great for any office small or large. Don't forget about those printers that you have no service plan on. Use a PPSC to get them cleaned and tuned up. Use the PPSC on any copier, printer or fax in your office.*

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**.....AND MUCH MORE**

All brand names & trademarks are the property of their respective holders and while we make reference to brand name merchandise we may be in no way endorsed or associated by these companies.