

Congratulations on your new equipment acquisition!

Below are a few informational points to be sure your relationship with your new piece of equipment and Lasertone Business Systems starts off favorably.

### **Supplies-**

Your new equipment was delivered with one set of toner/ink installed, so once you are settled please give our office a call at 302-335-2510 or 800-442-4409 and speak to Sharon, or you can email her at [sharon@laser-tone.net](mailto:sharon@laser-tone.net) to order additional supplies. It is your responsibility to make sure you have a backup set of toner available, unfortunately we cannot deliver toner to you if you run out and your machine is down, nor can we guarantee we will have it in stock should you wish to pick it up.

We ask that you adhere to our best practice policy of keeping one set of toner on your shelf and ordering a replacement when you install the shelf inventory into your equipment. This lessens the possibility of putting stale, clumped toner into your unit which will ultimately cause problems. When storing toner, please do not store it standing on its end, the box should be stored lying on its side.

We require monthly or quarterly meter readings on your equipment if you have a service contract with us or the unit is under warranty. Sharon will take this opportunity to collect a meter from you, so please call her if you need instruction on how to find them.

### **Service -**

If by chance you should need service or support on your new equipment, you can call the office at 302-335-2510 or 800-442-4409 and set up a service appointment.

When you call in for service, please have the following information readily available:

Model of machine

Identification tag # (LT...)

Description of problem

Error Code displayed

(if present – if unit is in error and you do not see a code, press the ‘copy’ button and the unit should display the code.)

Location of Unit (John’s office, Warehouse..etc)

Please verify we have your current address if you have moved within the past year.

Our new customer [web portal](#) is now available – this allows you to place supply orders or service calls online, print out invoices as well as payment histories. We ask that you contact us via email [info@laser-tone.net](mailto:info@laser-tone.net) so we are sure to have your current and correct email information, as the log in information for the web portal will be distributed via email.

We look forward to serving you!

