



One Partner. Multiple Solutions.

Since 1981, the Imaging Industry has relied on Hytec Dealer Services for superior circuit board repair and logistics support. Hytec delivers peace-of-mind support, while reducing your parts costs and helping improve your first-call effectiveness. Call or go online today to find out how our service solutions can deliver results to your bottomline.

Reduce Parts Costs

Circuit boards are among the most expensive parts in today's complex digital equipment. As a preferred OEM vendor Hytec provides comprehensive repairs on PCB's, Laser Scanner Units, Hard Drives, Staplers, and Fusers. All repaired boards carry a full one-year warranty and a 90 day warranty for all mechanical assemblies. With multi-line OEM support Hytec provides a more reliable product while saving you up to 60% of new board costs.

Improve Your First-Call Effectiveness

- + Hytec's toll-free technical assistance can help guide field engineers to a defective circuit board, and often help identify a problem elsewhere in the machine.
- + Hytec technical supervisors take these calls directly and have extensive component level experience with imaging equipment.
- + A call to Hytec may save your field engineer a repeated service call, and will improve your first-call effectiveness.

Multiple Imaging Brands Supported:

- | | |
|-------------------|-----------|
| + Canon | + Ricoh |
| + EFI Fiery | + Savin |
| + Hewlett Packard | + Sharp |
| + Konica Minolta | + Toshiba |
| + Kyocera | + Xerox |
| + Lanier | |

Our Services

Which service option fits my needs?

Choose the right service option based on your company's needs. If you need more information, please contact Hytec at **800.883.1001**. We will help to choose the best option for you.

Advance Exchange

When you place an advance exchange order, a repaired board is sent to you the same day along with a prepaid return shipping label for the return of the defective core board. Our advance exchange service allows 30 days to return a repairable core.

Board Bank

Hytec manages customer-owned inventory and ships as required by the next business day direct to the field. Best for multi-branch field service operations.

Repair & Return

For the repair and return service option, your defective parts are sent directly to Hytec, repaired, and returned back to your location. All repaired boards come with a one-year warranty, and 90 days on electro-mechanical assemblies.

Direct Board and Hard Drive Sales

Hytec provides an outright purchase option on repairable parts and stock items, such as hard drives. These parts can provide large savings, without having to return a defective core.

Hytec Drive SecureSM

Hytec's turn-key service provides replacement hard drives for most imaging equipment, and certified hard drive sanitization and destruction solutions to help protect your client's data. Hytec Drive Secure is fully insured and bonded, and Hytec is a member of the National Association of Information Destruction (NAID).

- Increased Service Revenue Opportunities
- Eliminate Dealer Liability
- Value-Added Client Solution
- Certificate of Data Destruction Provided
- Supports Green Initiatives

Hytec Dealer Services, Inc.

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Why choose Hytec?

Hytec's process-driven quality management system helps ensure consistency, reliability, and peace-of-mind at your client's site. Thousands of circuit boards repaired by Hytec are installed in equipment throughout North America every month. Hytec's proficiencies include:

- State-of the Art Repair Facility
- Established Quality Management System
- Serialized Inventory by Warranty and Repair History Tracking
- International Distribution
- Established Safety & Recycling Programs
- DEP Compliant
- Most comprehensive Repair offerings in Industry
- Multi-line Services with Extensive Inventory

Circuit Board Repair

- Standard work Instructions
- Preventative Maintenance Performed
- Genuine OEM Parts
- RoHS Lead-Free Compliant
- OEM modifications and Upgrades
- Certified Functional Live-Test
- Independent Quality Inspection
- Full 1 Year Warranty on Circuit Boards

Electro-Mechanical Repairs

Hytec has extensive electromechanical experience. Standard repairs are made with OEM genuine parts. Hytec provides a 90-day warranty on workmanship and parts.

- Fixing Assemblies
- Fuser Units
- Stapler Assemblies
- Laser Scanner Assemblies
- 90 day Warranty

