

Congratulations on your new equipment acquisition!

Below are a few informational points to be sure your relationship with your new piece of equipment and Hunter 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 609-371-8210 or 800-926-7930 and speak to Tori, or you can email her at vnovack@hunterbiz.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 it's end, the box should be stored laying on it's side.

We require monthly meter readings on your equipment if you have a service contract with us or the unit is under warranty. Tori 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 609-371-8210 or 800-926-7930 and speak to Tracy, or you can email her at tnovack@hunterbiz.net. She will discuss the problem with you and set up a service appointment should you require one.

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

Model of machine

Identification tag # (H...)

Description of problem

Error Code displayed (if present)

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

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

In the coming months, our new customer web portal will be available – this will allow you to place supply orders or service calls online, print out invoices as well as payment histories. We ask that you contact Tori via email 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!

