



NOVATTA
PRINT CARE

Company profile

Business printing. Kept moving.

Expert repair. Planned maintenance. The right supplies.

A DIVISION OF NOVATTA BUSINESS SERVICES

Meet Novatta Print Care

Specialist care. A business perspective.

Novatta Print Care brings printer repair, planned maintenance and supplies together for business customers. As a division of Novatta Business Services, we approach printing as part of the working environment your teams depend on.

Our focus

Understand the device, clarify the service need and support continuity through appropriate care.

The NBS connection

A specialist print-care offering within Novatta Business Services. Contact the NBS central team and mention Novatta Print Care.

One connected conversation

From a single printer fault to a fleet maintenance requirement, start with the devices, sites and operating needs.



Our capabilities

One partner. Every stage of care.

Choose the service your business needs today, and define the next step around the actual device and requirement.

One-time printer repair

Diagnosis, a clear repair proposal, approved work and functional checks.



AMC maintenance

Agreed device coverage, planned preventive visits and service reporting.



Printer supplies

Toner, ink, drums, paper and maintenance essentials matched to specification.



Corporate support

Coordinate printer care across users, departments and customer sites.

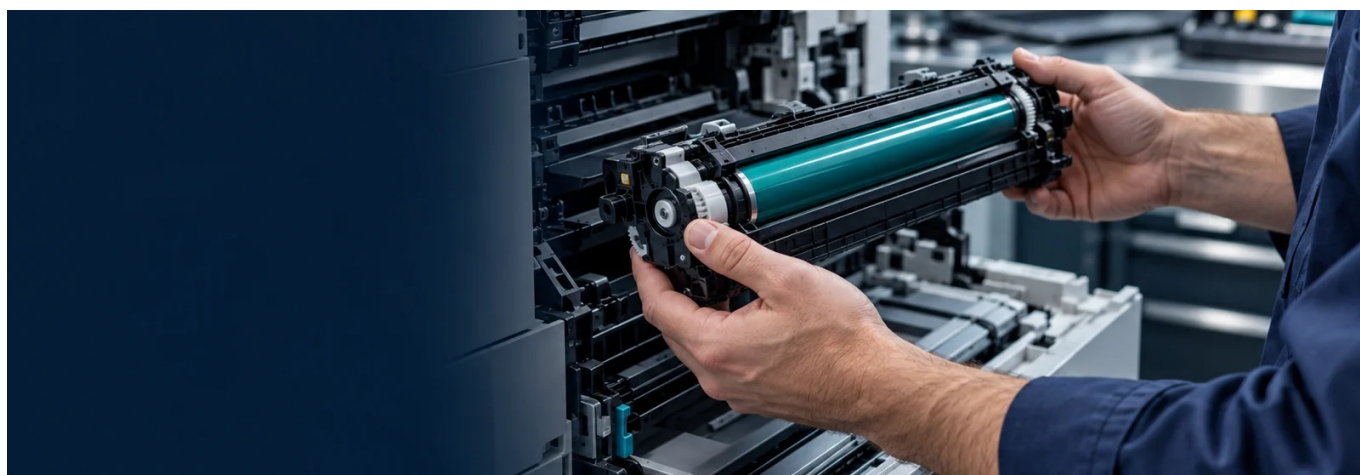
Fleet assessment

Build a clearer picture of devices, condition and care priorities.

One-time repair

Expert repair. Back to productive printing.

A maintenance contract is not required to start a one-time repair enquiry. Share the device model, location and symptoms so the service requirement can be assessed.



Start with diagnostics

Capture the symptom, displayed error and operating context before recommending work.

Review the proposal

Clarify the proposed repair, required parts and quotation before proceeding.

Test and hand over

Check the agreed functions and output, then document the work and recommendations.

Typical enquiry areas

Paper jams and misfeeds; streaks or faded output; device errors; scanning or network-printing issues.

AMC maintenance

Planned maintenance. Built for continuity.

Structure annual maintenance around your printers, workload and locations. The agreement defines coverage, responsibilities and service expectations.

Device and site coverage

Identify the printers, serial numbers and customer locations included in the agreement.

Preventive visits

Agree the visit schedule and relevant device checks around operational needs.

Service response and SLA

Define priorities, response arrangements and escalation in the contract.

Parts and consumables

State which items are included, excluded or quoted separately.

Reporting and renewal

Review service findings, open recommendations and the next renewal decision.

Clear scope before commitment

Final coverage, response times and commercial terms depend on the agreed contract; no universal SLA is assumed.

Preventive care

Care before the next interruption.

Preventive maintenance is a considered check of the device and its operating condition. The work follows the printer model and agreed service scope.

1**Inspect**

Review device condition, usage indicators, error history and wear symptoms.

2**Clean and check**

Check relevant paper paths, accessible rollers and appropriate device areas.

3**Assess wear items**

Review feed components, imaging units and maintenance parts where applicable.

4**Verify output**

Check paper handling, print quality and the agreed printer functions.

5**Record recommendations**

Document findings and distinguish urgent repair needs from future care priorities.

6**Plan the next step**

Review follow-up actions and the next maintenance visit with the customer.



Printer supplies

The right supplies. For the right device.

Specify the printer model, cartridge or part code, quantity and product preference before quotation.



Toner cartridges

Black and colour toner for laser printers and multifunction devices.

Ink and ink bottles

Device-specific cartridges and bottle systems for inkjet printers.

Drums and maintenance parts

Imaging units, rollers, fusers and wear items subject to model assessment.

Paper and print essentials

Office paper and business printing essentials to the requested specification.

Original or compatible options, yield, availability and quantity are identified in the quotation. No unspecified substitution is assumed.

Corporate printer support

Your fleet. Connected by care.

A printer fleet is more than a list of devices. Understand how the equipment, users and sites work together before organizing service.

Site A

Site B

Site C

A clear device baseline

Printer make, model, serial number, location and relevant meter or usage information.

Site-aware coordination

Confirm service contacts, site access and operational constraints.

Prioritized care

Distinguish urgent faults, recurring issues and preventive maintenance needs.

Fleet assessment

Review condition and maintenance priorities to support a considered care plan.

Continuity across locations

Keep service findings and recommendations connected to the right device and customer site.

Devices and manufacturers

Multi-brand care. Model-specific decisions.

Share the exact printer make and model. Service and supplies are assessed against the device, fault and parts availability.



Canon Global

EPSON®

brother
at your side



RICOH
imagine. change.

 **xerox™**

Business device types

Laser and inkjet printers; multifunction printers; copiers; document scanners where service scope applies.

Information that helps

Make and model, serial number, displayed error, consumable code, location and a concise symptom description.

Manufacturer marks

The logos shown identify printer manufacturers. They do not imply an authorized partnership, certification or guaranteed coverage of every model.

Our service approach

A clearer path. From request to outcome.

A connected service journey helps the customer understand the next decision at each stage.

1

01 / Understand

Gather the device, customer site, symptoms and operating needs.

2

02 / Diagnose and propose

Assess the service requirement and clarify scope, parts and quotation.

3

03 / Agree and deliver

Proceed with approved work and relevant functional checks.

4

04 / Record and continue

Document the outcome, recommendations and maintenance follow-up.

Useful service records

Device and site references; fault and findings; approved work and parts; tests performed; customer review and follow-up recommendations.

Business environments

Where printing matters, continuity matters.

Scope service around document volume, equipment, working hours and site requirements.

Corporate offices

Everyday reports, approvals, invoices and shared departmental printing.

Healthcare organizations

Administrative printing and document workflows with appropriate site coordination.

Education and training

Teaching material, administration and seasonal workload requirements.

Retail and multi-site businesses

Distributed equipment and coordinated service or replenishment needs.

Industrial and logistics teams

Operational paperwork and site-specific device conditions.

Hospitality and service teams

Front-office, back-office and business document requirements.



NOVATTA
PRINT CARE

Start a conversation

Let's keep your business printing.

A printer to repair. A fleet to maintain. A supply to source.

Prepare your enquiry

Company and contact details; service requirement; printer model and location; fault or item code; quantity where relevant.

NBS central team

Mention Novatta Print Care when you contact the team. The scope and next step will be confirmed around your requirement.

NBS CENTRAL TEAM

9200 02734

sales@nbs.sa

WhatsApp +966 54 961 5777



novattaprintcare.com