KEEP YOUR BUSINESS RUNNING
WITHOUT INTERRUPTIONS

- Predictable-Cost Maintenance Plans
- Predictable device-care budgets
- Defined SLA commitments
- Peace of Mind Guaranteed
- Fast Break-Fix Support
- Priority service handling



Supporting thousands of printers and currency sorters across Kuwait with certified engineers, genuine parts, and industry-leading service standards.

WHY AL MULLA OA

Why choose Al Mulla OA service contracts:

- Reduced downtime and business disruption
- Priority support from certified engineers
- Preventive maintenance to extend equipment life
- Genuine spare parts and consumables
- Predictable annual maintenance costs
- Faster response and repair times
- Improved print quality and machine performance
- Complete peace of mind for your operations

COVERAGE

Service contracts available for:



Multi-Function Printers (MFP)
6–4 PM calls / year



Currency Sorters
Scheduled PM included

Production Printing Systems
6–4 PM calls / year



Plotters & Wide Format Printers
Scheduled PM included

OUR TRUSTED PARTNERS

KONICA MINOLTA | Roland | SHARP | OKI | HITACHI Inspire the Next | GLORY

SERVICE LEVEL AGREEMENT COMMITMENTS

96%	98%	<2	<4
Uptime	**First-fix**	**Hours**	**Hours**
Machine uptime guarantee	First-time fix rate target	Assured initial response time	Turnaround time target

PREVENTIVE MAINTENANCE

What's included in every PM visit:

1. Check print quality and image quality
2. Clean imaging unit, drum and development areas
3. Lubricate fusing unit and heating area
4. Check exposing unit and scanner unit
1. Replace rollers and clutches for paper transport
2. Calibrate machine with the screen
3. Check voltage supply and grounding for damage

CONSUMABLES MANAGEMENT SECTION

How toner replenishment works:

Standard

Manual Ordering

1. Toner-low alert appears on machine
2. Your team contacts the Call Centre
3. Order processed and confirmed
4. Toner delivered to your location

Smart & Automated

Auto Toner Replenishment

1. Toner-low alert sent to Print Fleet / CS Remote Care
2. Order processed automatically
3. Toner delivered — no calls, no delays

BOOK A SERVICE SECTION

Scan. Connect. Get Support.

Book a service request in seconds. Your nearest engineer is dispatched via GPS.

1. Scan QR code with your phone camera
2. Request registers on OAService
3. Nearest engineer assigned via GPS
4. Engineer visits and completes repair
5. Feedback link sent automatically

APP Store

Google Play



Our team is always ready to answer your queries:

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شركة الملا العالمية للتجارة العامة للأثاث والأجهزة ذ.م.م.
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