



CLAY COUNTY SHERIFF'S OFFICE
KR "Kenny" Lemons Jr., Sheriff
215 W. GILBERT
HENRIETTA TX.76365
940/538-5611 FAX: 940/538-5800



To whom it may concern,

Researching to get our current I.D. printer up and running it was discovered that as of November of 2016, the maker no longer services the current I.D. printer. The current printer is approx. 10 years old. They put me in contact with a company that does. That company gets \$195 an hour to service with a minimum of 2 hours plus the technician's drive time. That doesn't include parts. Depending on availability that technician could come from 1 of 3 places in Texas: Dallas, San Antonio or Houston. Before they agree to service our printer, they require us to have an active credit card account open with them for billing purposes.

In an attempt to salvage our printer our own I.T. Person and I spent several hours and on several occasions trying to get the current printer up and running. We were unable to reboot or get the system to work properly. We attempted to hook the printer up to a laptop but yet again there was a software issue.

In my research for a new cost effective 2 sided I.D. card printer the prices ranged from \$1300 to over \$5000 depending on the agency needs. We may be able to get it cheaper through Amazon or some other mass sale website but it would come with no service contract or set-up assistance. The best I could find is through ID Zone for \$1260. Comes with a 3 year warranty, free shipping and uses the color ribbon and card stock we already have in inventory. Enclosed with this letter is the item listing along with its benefits.

Lt. John S. Catron
(940)636-0135
