Global service and
support that boost
productivity

Fully-integrated marking, printing and system solutions

Products and Services for Machine Manufacturers and OEMs

VIDEOJET

Videojet offers special services for OEMs based on decades of experience

Our dedicated global OEM team of professionals with a technical background include specially-trained Sales Engineers and a highly-qualified Technical Support Team, which are solely focused on the needs of equipment manufacturers and integrators.

We strive to meet the challenges and demands of your business in finding practical answers with the creativity to constantly find the smart application to integrate a reliable and cost-effective coding solution directly into your production line. We support your efforts to provide your customers a machine that helps enable the highest possible uptime.

A partner that focuses on your needs

Changing industry regulations, global customers with diverse needs, high-speed throughput requirements, expensive format changes and installation deadlines put pressure on the business. We recognize the challenges and pain points of your business and want to help your employees to focus on their core competencies.

This also includes assistance to customers in reducing the environmental impact of their operations and providing solutions that meet the requirements of various regulatory bodies to contribute to a greener planet. In recognizing future industry trends, such as alternatives for plastic and more environmentally-friendly packaging, Videojet aims to support customer goals. Hence, many printers offered by Videojet are designed to achieve low emissions, and our wide variety of environmentally-friendly fluids support the varying green requirements of the manufacturing industry.

With services and solutions that boost productivity

With Videojet you get a coding solution that has been designed to physically integrate into your machines seamlessly with standard processes and a global team in place to help ensure optimum printer performance. This helps your customer get the right code in the right place, on the right product, time after time.

Our OEM services include:

- Assistance in the specification of the best integrated solution
- Internationally coordinated shipment and installation support
- Start-up and training, warranties, services, parts and after sales supplies

All this is covered in a special Cross Border Sales Process that individually adapts to your needs and covers all your pain points and challenges.

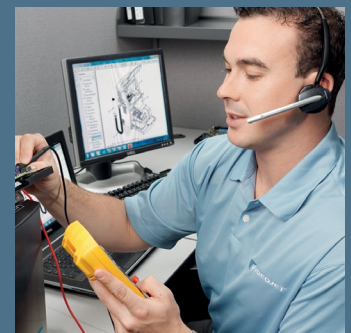## The benefits of our OEM services

With Videojet you will find 'uptime peace of mind' no matter where or when you are in the world. Our dedicated OEM Application Specialists will support you from the beginning during project planning to help you find the perfect solution, until the start-up in your customer's factory.

- Experienced Sales Engineers are your contact and trusted adviser
- Planning support and global project management from project start on
- Local support for instruction and training, warranty, maintenance and repair

- Cross Border Project Management for worldwide printer shipment and onsite support
- Project pre-installation and follow up (FAT)
- Installation, startup and training (SAT) at your customer's site

- Preventive maintenance and operational recommendations to eliminate downtime
- Remote service and machine control for quick reaction
- Production of print samples

Customized products, designed for seamless integration

As a machine manufacturer, you are looking for a coding solution that adapts to your customer's needs and, at the same time, is easy to integrate into your existing machine. Our experts will help you find the best integrated solution, no matter which business you are in: Food & Beverage, Pharmaceutical, Automotive & Aerospace, Chemicals, Electronics or Building Materials.

- Products customized for OEM integration and specific customer needs and a wide range of accessories for each printing technology
- Trouble-free integration into machine's host-cabinets / electrical cabinet
- Extensive range of accessories, such as beam-turning units and marking heads, helps to perfectly integrate Videojet products into your packaging machines
- Special engineering department designs and manufactures tailored solutions for your machine
- Network integration allows essential advantages for an efficient and safe operation
- Production of private brand printers including private brand supplies, inks, ribbons, etc.

Continuous Inkjet (CIJ)

Fluid-based, non-contact printing of up to five lines of text and other content, printed on a variety of packaging types including stationary packaging via traversing systems.

Laser Marking Systems

The Videojet line of laser products include CO_2, Fiber and UV Laser Marking Systems in different power outputs to address a range of substrates and applications.

Thermal Inkjet (TIJ)

Ink-based, non-contact printing using heat and surface tension to move ink onto a package surface. Generally used to print complex content such as 2D DataMatrix® and other barcodes.

Thermal Transfer Overprinting (TTO)

A digitally-controlled printhead precisely melts ink from a ribbon directly onto flexible films to provide high resolution, real-time prints.

Large Character Marking (LCM)

Ink-based, non-contact printing of multiple data types (alphanumeric, logos and barcodes) in large sizes primarily used for secondary packaging such as cases.
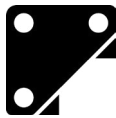
Label Print Applicator (LPA)

Prints and places labels of various sizes to help ensure high accuracy across a range of substrates.

Choose your way of printer integration

No matter if your Videojet printer will run as an autonomous device or be integrated seamlessly into your production line, the Videojet OEM team is at your service to find a solution that works best for you. Choose from a variety of integration options that contribute to a lean machine design with trouble-free operation and high uptime.

Hardware Integration

Mounting and Housing

To facilitate the physical integration of Videojet printers into production lines, Videojet offers a variety of mounting parts and accessories like printer brackets, laser beam turning units and safety housings. If the standard parts don't meet your requirements, the Videojet Special Application department is at your service to build a tailored solution.

Electrical Connection

Videojet printers can be connected to the machine power supply to only have one connection cable. In addition, Videojet printers like the Wolke m610 oem are designed to be integrated directly into the host machine electrical cabinet.

Private Brand Printers

Would you like to impress your customers with a uniform machine design, where bought-in components are not recognizable as such? Videojet offers the production of private brand printers including private brand supplies for a machine design that looks as it was built from a single source.

Software Integration

Network/ HMI Integration

Videojet printers can be integrated and controlled via webserver using our CLARiSOFT™ for layout creation, print job selection and other operations. CLARiNET™ software connects networked Videojet printers throughout your production lines, e.g. Track & Trace Applications, ERP integration and many more possibilities. Videojet printers provide connectivity via Ethernet, RS 232 and USB and use communication protocols like TCP/IP, Profinet, Profibus, Binary and ASCII.

Full Software Integration

Videojet printers also integrate easily with our customers' software while maintaining the same 'Look and Feel' at the host machine HMI. Printers can be fully operated via the production line control panel which helps to reduce handling errors and minimize training efforts.

Industry 4.0 and Internet of Things (IoT)

With VideojetConnect™ Remote Service, operators and Videojet Technical Support can electronically access the printer's operating system, troubleshoot and even make needed setting adjustments online to eliminate downtime. Real-time notificiations inform users of any irregularities or faults that could affect the Videojet printer's performance. VideojetConnect™ Remote Service can be a value-added component of the service contracts with your customers.

Communications and software

Physical integration by itself is not sufficient. Overall machine performance is ultimately what matters. Printers installed on your equipment need to communicate with your machine control systems and integrate into your customer's desired workflow. Videojet printers have a common interface for both ease of use and a common communications protocol, providing your customers with multiple connectivity and interfacing options.

Serialization

Pharmaceutical and medical device packaging demands the highest quality variable coding. In addition to a broad range of serialization-ready coding solutions, Videojet can provide IQ/OQ validation packages and printers that facilitate adherence to 21 CFR Part II technical controls to help meet your documentation needs.

Common interface

Your customers don't want to spend a lot of time learning to use each of our technologies. Providing a common CLARiTY™ interface on our latest generation of printers minimizes error rates, printer set-up time and the amount of time it takes to train customers on each technology.
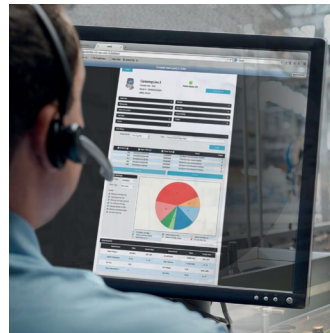
Networking printers

CLARiNET™ helps enable your customer to remotely manage all of their printers from a single location. Through CLARiNET, the user can select a master job which contains message information for each of the printers on the production line. This helps ensure that all printers have been updated with the new message information.

Industry 4.0

VideojetConnect™ automates data collection for OEE and other improvement initiatives, and can track packaging line production rates, line stops, and other valuable operations data from across multiple packaging lines. This powerful software gathers data, sends it to the cloud, and then returns robust reports that help users to see if immediate adjustments in production are required to meet daily targets.

Substrate expertise

Understanding the interaction between printing technologies and substrates is important. Videojet has a wide range of printing technologies with complementary supplies and technical expertise to configure a solution to meet your customer's requirements.

Videojet has dedicated specialists to find the right ink or ribbon to meet the exact needs of the application. As part of the ink and ribbon selection process, Videojet offers sample testing that mimics production conditions to determine which option is the best.

With over 40 years of experience, Videojet has invested significant resources to create over 640 application-unique fluids and 15 types of ribbon for a vast range of substrates and applications.

Additionally, our OEM services include the creation of print samples to find the ideal technology for your application. Furthermore, detailed TCO (Total Cost of Ownership) calculations and operational recommendations by our expert team help ensure a cost-effective solution for you and your customers.
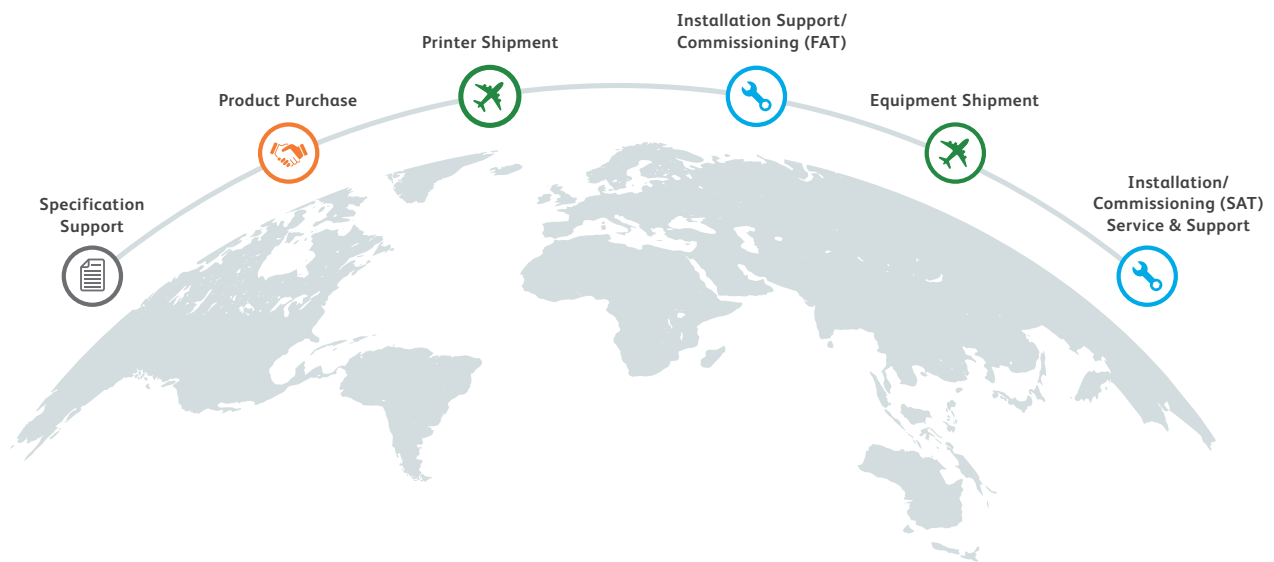
Global service and support

Lead times resulting in project delay, delivery problems for inks and spare parts, Site or Factory Acceptance Tests going horribly wrong. These are the realities that your Technical Team might have experienced at many customer sites. With Videojet, your project management does not have to worry about that, as this is covered in our standard worldwide Cross-Border-Sales (CBS) process, to coordinate and execute our key services.

Support for your export sales

We stand ready to perform installation and FAT support in your facility and start-up and SAT support at your customer's site. With service and support teams across the globe, Videojet can offer a professional installation, global warranty and post-sales support, including consumables and spare parts, in over 135 countries worldwide.

Specification Support

Product Purchase

Printer Shipment

Installation Support/ Commissioning (FAT)

Equipment Shipment

Installation/ Commissioning (SAT) Service & Support

Onsite installation and commissioning support

Videojet offers application specialists locally where needed. We have implemented a standard process for a successful project management, delivery, installation and post-sales support whether your customer is down the street or on the other side of the globe. In addition, we support the commitments you've made to your customers.

VideojetConnect™ Remote Service*

Videojet service capabilities are at the edge of tomorrow. The latest technical innovations, as VideojetConnect™ Remote Service, help ensure highest uptime through preventive maintenance. Remotely check a printer's status and operating system to change settings from virtually anywhere, and give access to an expert who is able to see what you see and troubleshoot with only a few clicks.

* Subject to availability in your country

The customer's requirements are often a lengthy list where printing is but one deliverable. The selection of the right printing solution is a critical element for delivering the required system performance.

Through the combination of experienced experts, reliable easy-to-use products, our Global Service supported by efficient and successful project and process management, we offer you and your customers an industry-leading service.

MULTIVAC

"We advise our clients to the best of our knowledge and belief. Our practical expertise are particularly beneficial, especially in relation to products with which we have had particularly positive experiences. We put our trust in Videojet for exactly this reason. Things always run very, very smoothly for us with Videojet"

Thomas Marquardt, Area Sales Manager MULTIVAC

ROMACO
beyond technology

"The entire package from Videojet is simply coherent – from the quote, to the pharmaceutical industry-compliant documentation, through to the worldwide Service. [...]The extensive range of accessories, such as beam turning units and marking heads, helps us to perfectly integrate the four Videojet CO_2 lasers into our strip packaging machines"

Martin Grau, Product Manager ROMACO

PCE
Track & Trace

"We have been working with Wolke for many years. Our developers, designers, and service staff are familiar with the various printer models and value the capabilities and benefits they provide. For us, this means that there are plenty of good reasons to continue the partnership with Wolke by Videojet, and not a single reason to terminate it"
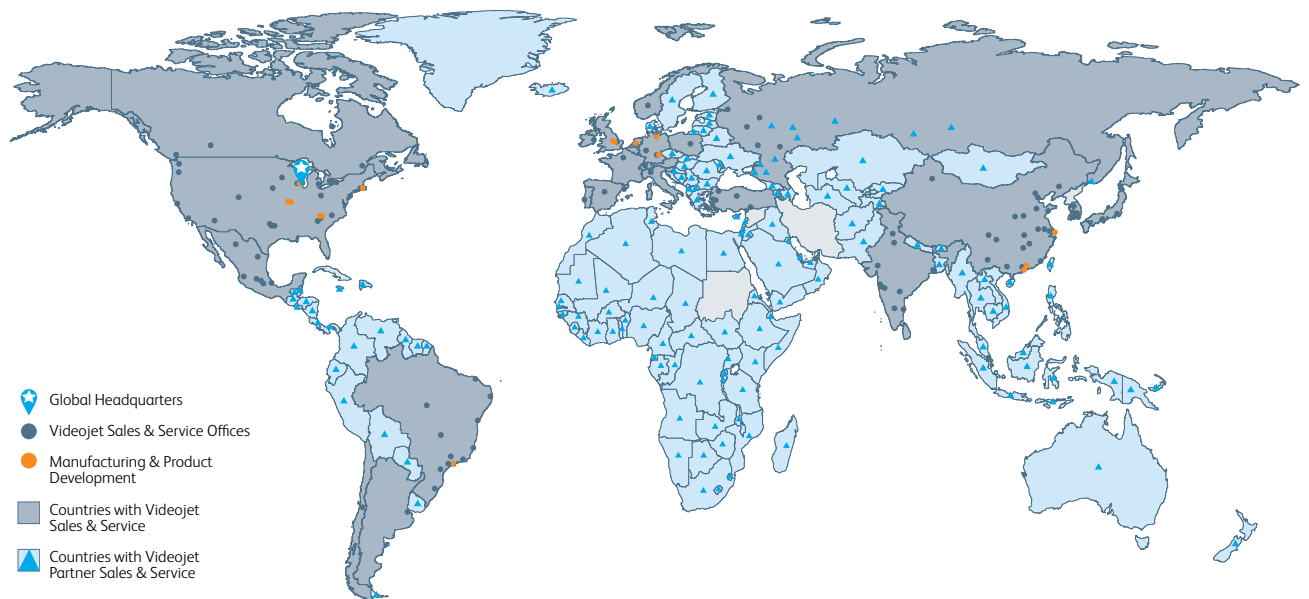
Reinhold van Ackeren, Head of Product Management & Marketing Mettler Toledo PCE

Peace of mind comes as standard

Videojet Technologies is a world-leader in the product identification market, providing in-line printing, coding, and marking products, application specific fluids, and product life cycle services.

Our goal is to partner with our customers in the consumer packaged goods, pharmaceutical, and industrial goods industries to improve their productivity, to protect and grow their brands, and to stay ahead of industry trends and regulations. With our customer application experts and technology leadership in Continuous Inkjet (CIJ), Thermal Inkjet (TIJ), Laser Marking, Thermal Transfer Overprinting (TTO), case coding and labeling, and wide array printing, Videojet has more than 345,000 printers installed worldwide.

Our customers rely on Videojet products to print on over ten billion products daily. Customer sales, application, service and training support is provided by direct operations with over 4,000 team members in 26 countries worldwide. In addition, Videojet's distribution network includes more than 400 distributors and OEMs, serving 135 countries.

- Global Headquarters
- Videojet Sales & Service Offices
- Manufacturing & Product Development
- Countries with Videojet Sales & Service
- Countries with Videojet Partner Sales & Service

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