

Videojet Service and Support

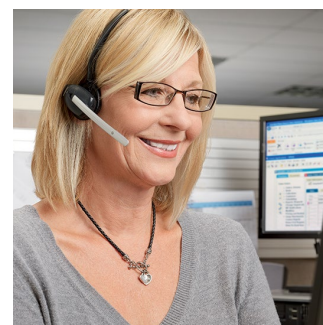
# Full Care



Take advantage of the most comprehensive service and equipment package in the industry, offering you the best coding and printing equipment for all your operational needs.

Full Care from Videojet combines the lease of new coding equipment and selected service components, based on your individual needs. Your operations will benefit from the newest technology available, and we will also deliver and install the equipment and train your operators to help your organization enjoy greater uptime and productivity.

Full care provides five years of on-site maintenance and support provided by Videojet trained experts. We are ready to maintain your equipment, provide operator support, repair/replace parts if needed and quickly respond to your requests.



## Full Care provides your coding and service needs at a low monthly fixed cost:

- **Predictable fixed cost and easy billing** for qualified customers, with monthly payments for 60 months and no upfront costs. Most businesses can enjoy a comprehensive service package with new equipment at no capital expenditure.
- **Future proof solution** allows you to extend your current agreement upon contract expiration on the equipment you have, or start a brand new Full Care program with new state-of-the-art coding equipment.
- **Proactive, expert maintenance** from the largest field service team that will provide preventive maintenance, consultative visits and operator training, as well as 24/7-365 technical support staff.
- **Customized solution** based on your operation and maintenance needs. Choose between Protective or Comprehensive service options for your Full Care program.

## Full Care package is available with either Videojet service option:

What's included:	Protective	Comprehensive
Equipment lease	●	●
24/7 technical phone support	●	●
Break-fix coverage	●	●
Wear parts replacement	●	●
Priority service	●	●
Preventive maintenance		●
Operator support		●
Consultative services and application support		●

## What to expect from our service:

### Certified service engineers

Consistent and professional customer support across your facilities

### Parts management

Minimize your on-site parts inventory and eliminate the expense of unnecessary parts purchasing

### Preventive maintenance

360 degree printer health checks to maximize performance and reduce downtime on your line

### Operator training

Additional operator training for when you hire new staff or experience a new coding requirement

### Break-fix coverage

Full coverage of break-fix emergencies, including parts, labor\* and travel

### 24/7-365 day technical phone support

Direct access to Videojet technical experts whenever you need help

### Consultative services and application support

Guidance on application and print quality optimization, plus expert advice for moving or setting up new lines and changing messages

### Wear parts replacement

Full coverage for necessary wear parts, e.g., 1000 Line cores, Laser tubes or 2300 Series printheads

### Year-round priority service

Faster response time to get your line back up and running quicker

\* Labor during normal business hours

## Technical training for enhanced uptime and reduced errors

Whether your Videojet marking and coding equipment is brand new or has been in service for many years, you can positively impact productivity and help eliminate errors by leveraging the tools, techniques, and processes learned in our Videojet technical training programs.

Videojet technical training programs can be tailored to your...

- Coding and marking applications
- Technical capabilities of your team
- Production schedule
- Operational challenges

Add to your Full Care – you can shorten your team's learning curve and help eliminate errors by leveraging Videojet solutions.



Call **800-843-3610**  
Email **info@videojet.com**  
or visit **www.videojet.com**

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