

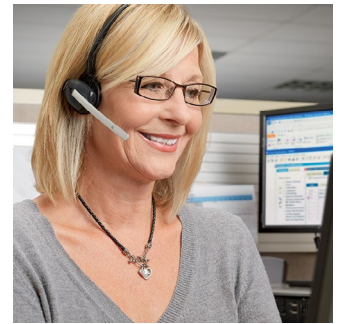
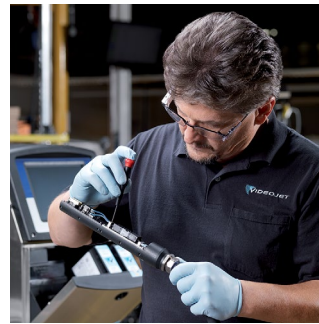
## Videojet Service and Support

# Protective Service

For a team capable of general maintenance, take advantage of break and fix coverage plus wear parts replacement from Videojet.

Take steps to protect your line's uptime and productivity by letting our expert service technicians take care of all your break-fix events and large wear parts needs, leaving you to focus on operational objectives.

The Videojet service team can help you optimize your coding and marking solutions – from phone support and on-site service to preventive maintenance and technical training – all with predictable costs and prompt, professional service.



### Benefits:

- **Priority service response and downside risk protection** to address issues resulting from normal equipment wear and tear.
- **Full coverage on labor<sup>1</sup>, parts and technician travel** to meet all service needs from break-fix repairs.
- **Fixed recurrent charge covering wear parts and break-fix events.<sup>2</sup>**

What's included:	Protective	Comprehensive
24/7 technical phone support	●	●
Preventive maintenance		●
Break-fix coverage	●	●
Wear parts replacement	●	●
Priority service	●	●
Basic operator training		●
Consultative services and application support		●
Remote Service <ul style="list-style-type: none"> <li>• Remote alerts</li> <li>• Remote recovery</li> <li>• Dashboards</li> <li>• Expert Assist<sup>3</sup></li> </ul>	○	○

<sup>1</sup> Labor during normal business hours

<sup>2</sup> See service agreement for specific details

<sup>3</sup> Only available with connection to Videojet Cloud

● Standard ○ Optional

## 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

### Break-fix coverage

Full coverage of break-fix emergencies, including parts, labor<sup>1</sup> and travel. See service agreement for specific details.

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

Direct access to Videojet technical experts whenever you need help

### Wear parts replacement

Full coverage for necessary wear parts such as 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

<sup>1</sup> Labor during normal business hours

<sup>2</sup> See service agreement for specific details

## Technical training for enhanced uptime and reduced errors

We offer a range of training programs to complement your chosen level of service agreement, from basic or advanced operator training to advanced maintenance training. 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 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

Talk to your sales engineer to learn more about how Videojet technical training can help you maximize printer performance and code quality, reduce parts cost and inventory, and optimize consumables usage.



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

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