



Videojet Service and Support

# Comprehensive Service

Let us take care of all your service needs so you can have peace of mind and help in maximizing printer performance.

Achieve maximum uptime and increase your productivity by outsourcing the service of your coding equipment to Videojet. Benefit from complete care of all maintenance and replacement parts needs, as well as instant access to our expert advice and application support.

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



## Benefits:

- **Proactive approach** with preventive maintenance, health check, software upgrade and additional operator instruction/support.
- **Full coverage** on labor<sup>1</sup>, parts and travel to meet all service needs of repair beyond warranty.
- **Highest prioritized response** from Videojet service experts.
- **Complete visibility** of service and maintenance budgets. See service agreement for specific details.

What's included:	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>2</sup></li> </ul>	○

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

<sup>2</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

### Preventive maintenance

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

### Operator training

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

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

### Break-fix coverage

Full coverage of break-fix emergencies, including parts, labor<sup>1</sup> and technician 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 such as 1000 Line cores, Laser tubes or 2300 Series printheads. See service agreement for specific details.



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