

Videojet Service and Support

# Global Service Offering

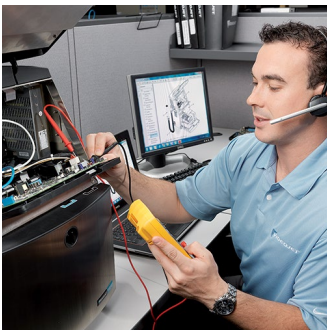


# Broad service offering built with you in mind



We are proud to set high standards in product design, manufacturing and quality assurance – but our commitment to customers doesn't end there.

To ensure you achieve uptime performance, we offer a range of service products and training packages to give ongoing support.



Whether you are interested in outsourcing service or maintaining the Videojet coding system by yourself, we offer you a service plan that is customized for your production needs.

## What to expect from our service:

### Certified service engineers

Consistent and professional customer interface across your facilities

### Parts management

Minimise your onsite parts inventory and eliminate the expense of unnecessary parts purchasing

### Preventive maintenance

360° printer health checks to maximise 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

# Select your perfect level of service:

## Start-up

The perfect introduction to peace of mind, ensuring a smooth transition during the adoption of new printers

## Preventive

While your team focuses on production, our technicians safeguard your equipment with regular maintenance visits

## Protective

For a team capable of general maintenance, take advantage of break & fix coverage plus wear parts replacement

## Comprehensive

Let us take care of everything and enjoy 100% coverage to proactively optimize printer performance

	Start-up	Preventive	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	●			●
Optional equipment leasing available			●	●

Further details of all Service Products can be found in our product specification sheets and any professional quotation supplied by Videojet.

## You will benefit from:

### Performance advantage

Properly maintained printers experience less downtime, last longer, and increase operator productivity. Rely on Videojet certified service technicians to maintain your coding equipment in peak operating condition.

### Financial advantage

Service costs are predictable, protecting your budgets from expensive equipment failures while locking future services at current prices.

### Service advantage

Customers get fast, prioritized, high-quality service from Videojet technicians. With the largest field service team in the industry, our trained experts are well positioned to respond quickly to your needs.

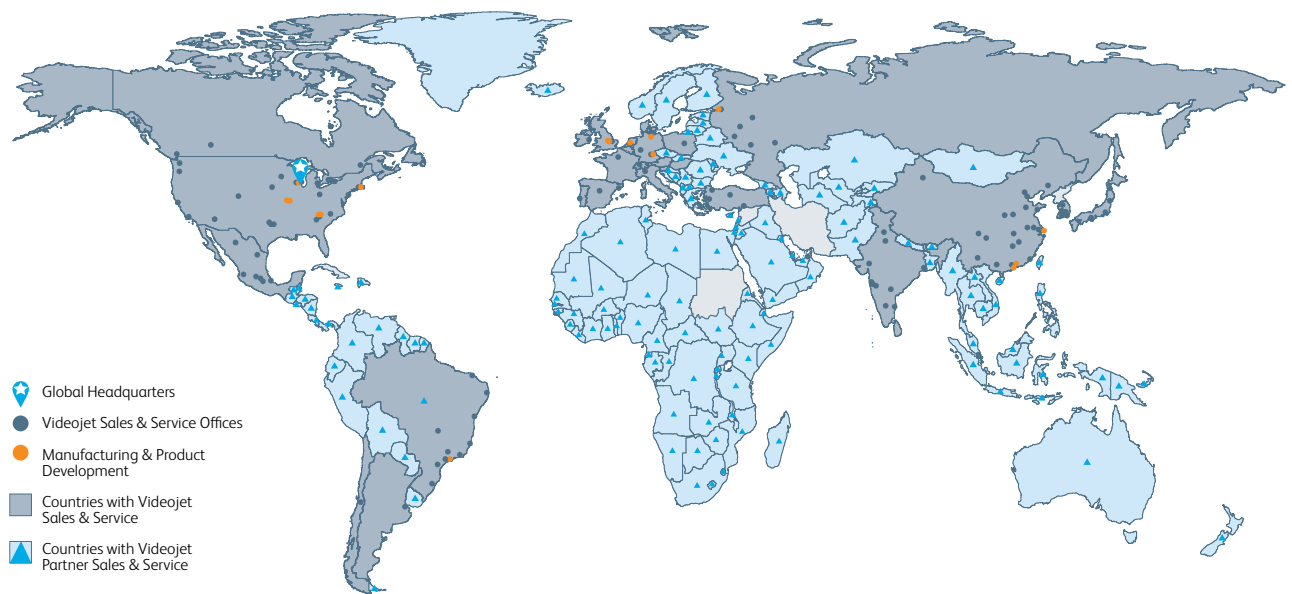
# Peace of mind comes as standard

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 Ink Jet (CIJ), Thermal Ink Jet (TIJ), Laser Marking, Thermal Transfer Overprinting (TTO), case coding and labelling, and wide array printing, Videojet has more than 325,000 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 3,000 team member in 26 countries worldwide.

In addition, Videojet's distribution network includes more than 400 distributors and OEMs, serving 135 countries.



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