

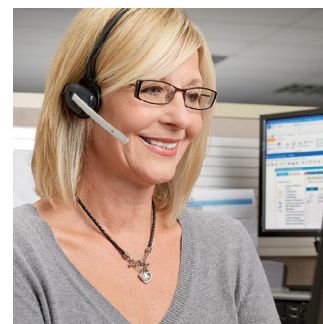
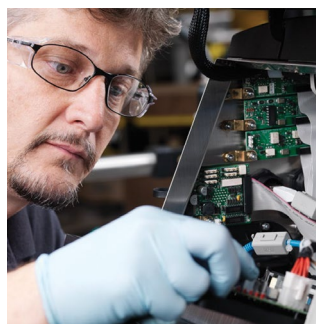
Videojet Service and Support

Start-up Service

The perfect introduction to Videojet uptime peace of mind, helping ensure a smooth transition during the first year of new printer adoption.

Start-up service reduces your operator learning curve and provides factory-recommended preventive maintenance during your first year of new equipment investment.

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:

- **Customer support** with the adoption of new printer model or technology in the first year of ownership.
- **Proactive approach** to maximize uptime with preventive maintenance, health check, software upgrade and incremental operator training.
- **Full coverage** on labor¹ and technician travel to meet all service needs of repair beyond warranty.
- **Complete visibility** of service and maintenance budgets. See service agreement for specific details.

What's included:	Warranty	Start-up
24/7 technical phone support	●	
Preventive maintenance		●
Break-fix coverage ²	●	●
Wear parts replacement		
Extended break-fix coverage		●
Priority service		●
Basic operator training		●
Consultative services and application support		●
Remote Service • Remote alerts • Dashboards • Remote recovery • Expert Assist³		○

¹ Labor during normal business hours

² Labor coverage varies by country

³ 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

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

Extended break fix-coverage

Extend the warranty coverage to the entire first year of ownership, including parts, labor¹ 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

Year-round priority service

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

¹ Labor during normal business hours

Technical training for enhanced uptime and reduced errors

Selecting an advanced operator or advanced maintenance training program will complement your chosen level of service agreement and help your team become efficient in caring for your equipment. 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.



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