

Videojet® Service & Support

Expert, factory-direct solutions for Videojet equipment

Parts & Service.

Ink Jet.

Laser.

Thermal Transfer.

Labelers.

Track & Trace.

Supplies.



Your Partner in Coding & Marking

Videojet recognizes that your coding and marking equipment represents a significant investment of your business's resources. An ongoing return on your investment demands that your equipment be well-maintained and working properly. With unmatched depth of experience in servicing and maintaining Videojet equipment, Videojet's Service and Support team helps you optimize the performance of every single component of your equipment throughout its life cycle. When you partner with Videojet, you can expect:

- Seasoned service and support professionals providing prompt on-site service and 24-hour phone support
- Your choice of flexible programs and service agreements for preventive maintenance visits, check-ups, operator training, parts, on-site service, supplies, equipment rentals, and extended warranties

Certified Professionals Assure Greater Uptime

Over 200 expertly trained and certified Field Service Professionals make Videojet's service organization the largest in the industry. Backed by a team of trainers, technicians, mechanical engineers and supplies specialists, only Videojet's Service Professionals are authorized to service your Videojet equipment. As Videojet's product technology is upgraded to achieve greater performance levels, the service team receives additional hands-on training to keep them well-equipped to service Videojet's newest equipment with the latest tools for diagnostics and response.

- Fleet GPS technology enables intelligent dispatching to optimize response times and meet service needs
- All Service Professionals carry an inventory of spare parts to enable timely repairs and maximum equipment uptime

VIDEOJET
Uptime Peace of Mind®



From evaluation to integration, implementation and maintenance, you can depend on Videojet for best-in-class maintenance, repair, support, education and advanced services.

Installation Services

After installation, your expert field Service Professional will walk your operators through job setup and maintenance procedures — getting your operation up and running quickly and seamlessly.

Videojet Care Packages



Start-Up Care™

The Start-Up Care Package is an ideal way to partner with Videojet in the first year of equipment ownership. You will be able to take advantage of key operator training, maintenance training, and consultative services to bring all your operators up-to-speed on your new Videojet equipment. The package also includes labor for any equipment repair.

Service Care™

For greater uptime and peace of mind, Service Care provides all the benefits of Start-Up Care plus unlimited service calls for repairs, preventive maintenance visits, factory-direct replacement parts, and quarterly scheduled consultative visits for complete system evaluations and additional operator training.

Full Care™

With the Full Care Package, rental of a new, state-of-the-art Videojet printer is included along with all the benefits of Service Care. In addition, you will automatically be enrolled in Fluids Care, the easiest way to keep the right amount of ink, makeup and cleaning solution on hand at all times.

Benefits of Care Packages

Ask your Sales Engineer about **Fluids Care**, automatically included in Full Care and an option in the Start-Up Care and Service Care Packages.

Start-up Care

- Quarterly equipment checkups
- Key operator training, maintenance training, and consultative services
- Priority service
- Labor coverage for any repair
- Travel within 50 miles of a Videojet service city



Service Care

Includes everything in the Start-Up Care Package above plus:

- Annual planned visit includes full system diagnostic check and optimization
- All parts
- Core replacement
- Additional operator training as needed
- Flexible payment options



Full Care*

Videojet takes “uptime assurance” to the highest level and equipment ownership out of your hands with the Full Care Package. Includes everything in the Service Care Package plus:

- Videojet 1000 Series printer rental (no capital investment)
- Easy upgrade to Videojet’s newest state-of-the-art equipment when coverage ends
- Enrollment in Fluids Care
- Fixed monthly payment
- 60 month package

*Available on select equipment. Ask for details.

Certain conditions and exclusions apply.

Videojet Service & Support

Extended Warranty

Add the Extended Warranty to your initial purchase warranty for five full years of parts, labor and travel coverage* after your purchase. Both 36- and 60-month warranties are available. Service is provided by Videojet's authorized and factory-certified technicians. Extended warranties do not include operator training, priority service, preventive maintenance, or special consumables pricing.

Additional Training

Operator training is a critical ingredient of any successful coding and marking application, so Videojet has created a variety of on-site and in-house technical training courses. Offerings range from one to five days and are uniquely designed to help you succeed with your coding and marking equipment.

- Comprehensive training courses empower operators to expertly run and maintain equipment
- "Starter" courses enable experienced operators to optimize the performance of their new equipment
- Videojet's Chicago and Atlanta facilities provide classroom courses and hands-on training on dedicated systems
- Customized classes can be designed to suit your operators' levels of expertise and your site-specific system configurations

Contact Videojet Training at 1-800-843-3610

Parts

Videojet Service Professionals use only original Videojet parts and carry an inventory of frequently used parts to ensure the fastest service. Videojet parts are designed specifically to keep your printers in optimal performance condition. Remember that non-genuine parts can impair or damage your equipment.

* Certain conditions and exclusions apply.

TotalSource

The TotalSource Program brings you Videojet's high-quality supplies, genuine parts and comprehensive services at discounts structured to help minimize your total cost of operation. The program includes all major areas of value and support to customers: training, service, parts, ribbons, and fluids (inks, makeup, and cleaning solutions). Thousands of customers worldwide have joined this program and are enjoying its benefits. It is a smart, easy way to get great savings on the best products, service and support available.

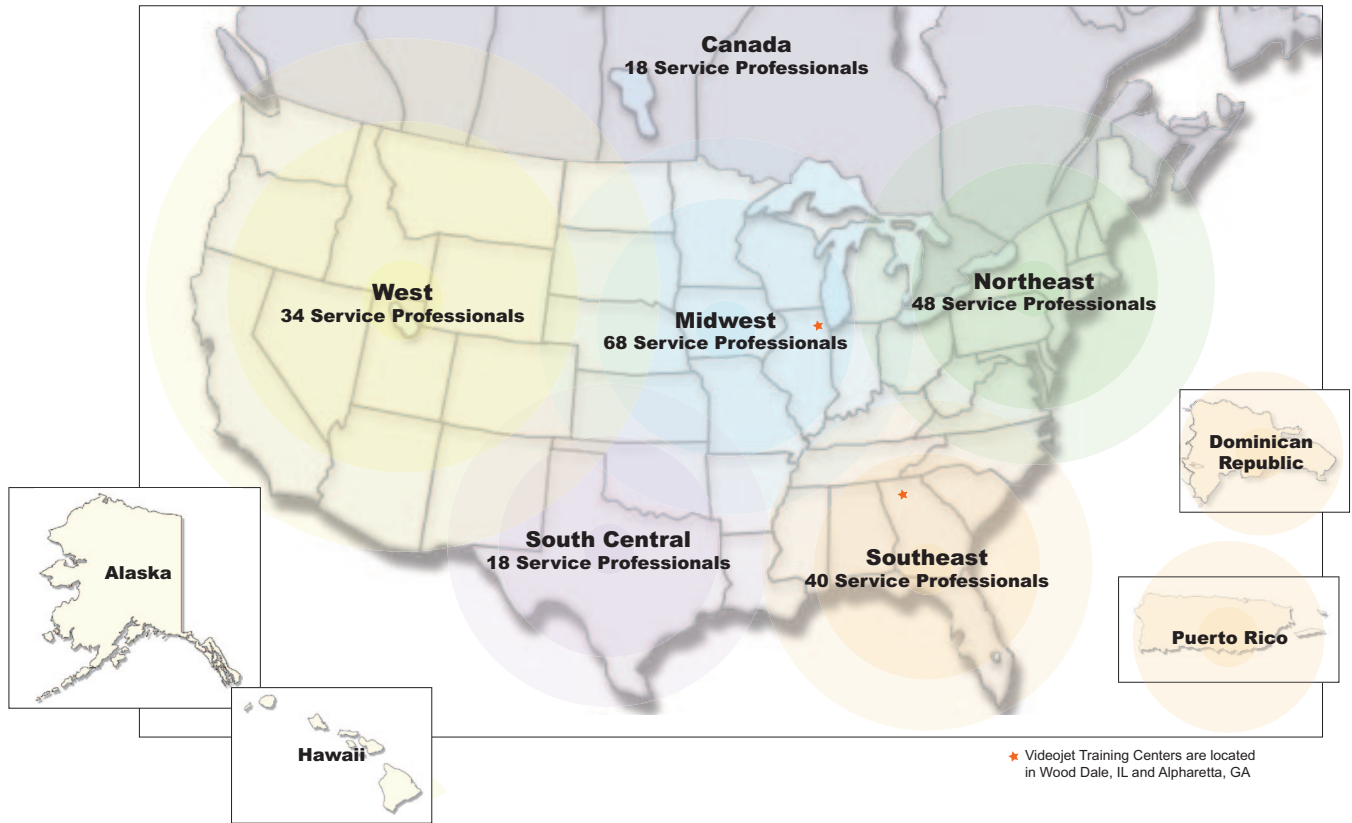


You can depend on Videojet to provide expert field service for the full range of Videojet brands.

Call 1-800-VIDEO-10 to set up a service appointment.



The largest field service organization in the industry:



Service Locations

Videojet offers coverage in all of North America. States and territories not listed below are serviced by nearby Service Professionals. Zone 1 coverage is within 50 miles of each service city.

Numbers in parentheses indicate the Service Professionals in each territory or state.

CANADA

Ontario (11)
Mississauga
London
Toronto
Etobicoke
Brampton

Quebec (4)

Farnham
Carignan
St. Constant
Greenfield Park

New Brunswick (1)

Dieppe

British Columbia (1)

Coquitlam

Alberta (1)

Edmonton

USA

Alabama (2)
Birmingham

Arizona (3)
Phoenix

California (19)

Fresno
Los Angeles
Riverside
Sacramento
San Diego
San Francisco

Colorado (2)

Denver

Connecticut (3)

Hartford

Dominican Republic (1)

Santo Domingo

Florida (10)

Jacksonville
Miami
Orlando
Tampa
Pensacola

Georgia (11)

Atlanta
Albany

Illinois (18)

Joliet
Springfield
Chicago
Bloomington

Indiana (7)

Fort Wayne
Indianapolis
South Bend

Iowa (3)

Des Moines
Sioux City

Kansas (2)

Kansas City
Wichita

Kentucky (3)

Lexington
Louisville

Louisiana (2)

New Orleans
Baton Rouge

Maryland (4)

Baltimore

Massachusetts (5)

Boston
Springfield

Michigan (8)

Detroit
Grand Rapids
Kalamazoo
Mt. Pleasant

Minnesota (5)

Minneapolis
Mankato

Missouri (4)

St. Louis
Kansas City
Springfield

Nebraska (3)

Omaha

Nevada (1)

Las Vegas

New Jersey (10)

Newark

New York (14)

Albany
Buffalo
Long Island
New York
Rochester
Syracuse

North Carolina (6)

Charlotte
Fayetteville
Greensboro
Raleigh
Winston-Salem

Ohio (9)

Cincinnati
Toledo
Cleveland
Columbus

Oklahoma (2)

Oklahoma City
Tulsa

Oregon (3)

Portland

Pennsylvania (12)

Allentown
Harrisburg
Philadelphia
Pittsburgh
Reading

Puerto Rico (2)

San Juan

South Carolina (2)

Columbia
Greenville

Tennessee (7)

Chattanooga
Knoxville
Memphis
Nashville

Texas (10)

Dallas
Fort Worth
Houston
San Antonio

Utah (3)

Salt Lake City

Virginia (4)

Richmond
Norfolk
Roanoke

Washington (3)

Seattle

Washington D.C.

Wisconsin (7)

Green Bay
Madison
Milwaukee
Osh Kosh



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