

Videojet Service Care Package™

Take advantage of Videojet's world-class service

Tired of ordering parts and fixing printers? With Videojet's **Service Care Package™**, you can rely on certified Field Service Professionals to provide fast on-site service while managing your parts inventory. You will also enjoy frequent preventive maintenance visits, key operator training and quarterly checkups to keep your equipment in excellent condition and help prevent problems from occurring.

Sign up for Service Care today to experience a full year of proactive maintenance and all the benefits of Videojet service.

Certified Service Engineers

- ✓ Consistent and professional customer interface across your manufacturing facilities
- ✓ In-depth analysis of your printing needs, production schedule and operator behavior patterns

Parts management

- ✓ No need to order or stock parts in your facility
- ✓ Eliminates parts purchasing transactions

Preventative maintenance

- ✓ 360° printer health-checks to maximize performance
- ✓ A proactive approach to maintenance for maximized uptime

Unlimited additional service visits as needed

- ✓ The largest field service team in the industry with 200+ Certified Service Engineers to ensure a quick response
- ✓ Dedicated, experienced service experts with over ten years' experience on average

Additional training

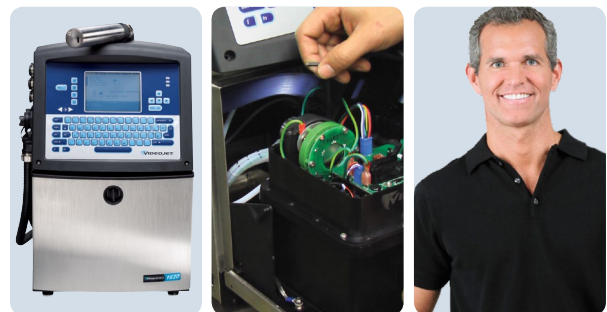
- ✓ Additional training for your staff when you...
 - ▲ Hire a new operator
 - ▲ Set up a new production line
 - ▲ Code on a new product/substrate
 - ▲ Obtain a new coding requirement

24x7x365 technical phone support

- ✓ Direct access to Videojet experts when you need them

Year-round priority service

- ✓ Faster response time
- ✓ Less downtime cost

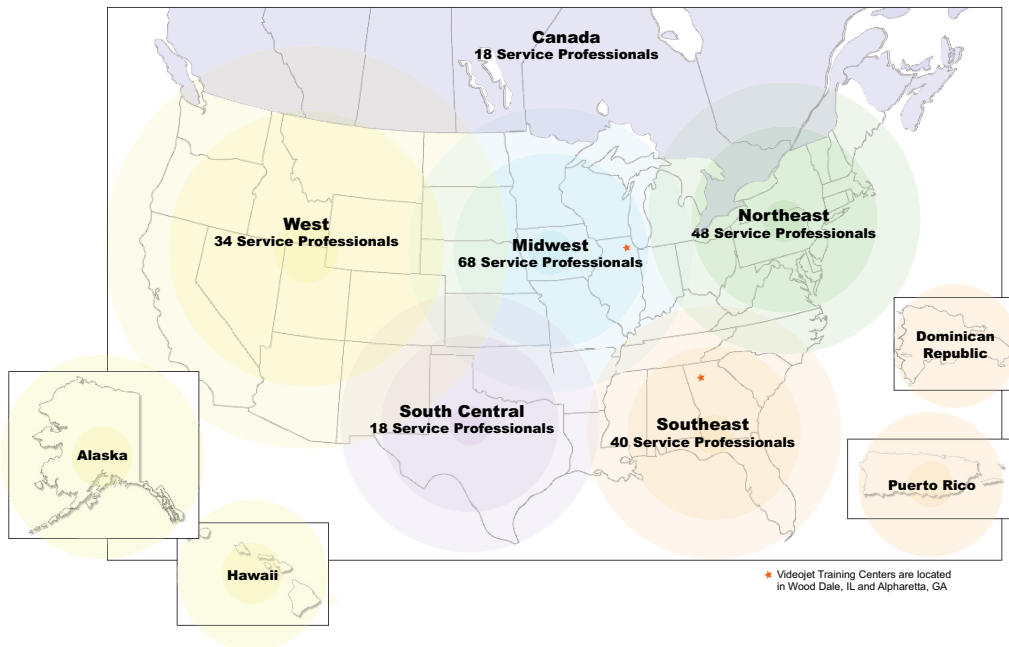


Videojet Care Packages Overview

	Full Care	Service Care	Start-up Care Plus	Start-up Care	Extended Warranty
Break / fix parts	●	●	●	●	●
On-site labor	●	●	●	●	●
Travel*	●	●	●	●	●
24x7x365 phone support	●	●	●	●	●
Preventive maintenance	●	●	●	●	-
Quarterly consultative service visits	●	●	●	●	-
Key operator training	●	●	●	●	-
Consumable parts**	●	●	●	-	-
Fluids/Ribbons	●	-	-	-	-
Printer rental	●	-	-	-	-
Payment	monthly	monthly	with equipment or monthly	with equipment	with equipment
Contract length	60 months	12 months	24/36 months	12 months	36/60 months

* Within 50 miles of a Videojet Service Center. Ask your Videojet representative about locations

** Consumable parts include 1000 Line cores, 2300 Series printheads and reclaim filters, DataFlex® Plus platen pads and brackets, and 3000 Series laser tubes



Partner with the largest field service organization to experience a proactive approach to maintenance and uptime assurance

Contact Videojet Service for more information

866-653-6525 x2902 serviceinsidesales@videojet.com

Videojet terms and conditions apply including all warranty terms and conditions. Additional restrictions apply.



800-843-3610 / www.videojet.com / info@videojet.com

Videojet Technologies Inc. / 1500 Mittel Blvd. / Wood Dale IL 60191 / USA
Phone 630-860-7300 Fax 800-582-1343