



Service and Support Comprehensive

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.

Key benefits of Comprehensive

- ✓ **Proactive approach** with preventive maintenance, health check, software upgrade and additional operator instruction/support.
- ✓ **Full coverage** on labor, 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.

See your service agreement for 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	✓

* Labor during normal business hours



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

Break-fix coverage

Full coverage of break-fix emergencies, including parts, labor* 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.

Our Vision: Preserving the safety, quality, and authenticity of daily essentials for billions

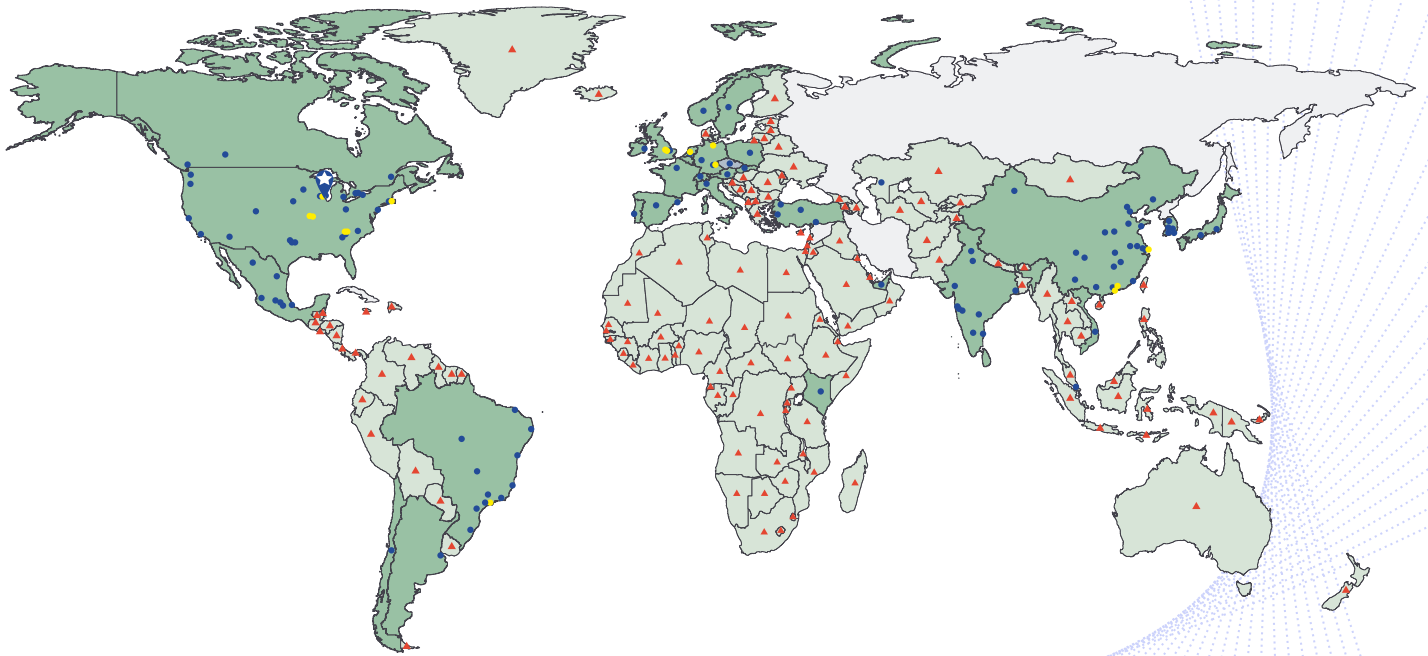
At Videojet Technologies, we believe that every product tells a story—a story of quality, care, and trust. As a global leader in product identification, we proudly partner with manufacturers in over 20 industries, from food, beverage, cosmetics, and personal care to pharmaceuticals, tobacco, packaging, aerospace, and beyond, helping them to identify products, enhance operations, and improve productivity. We work tirelessly with customers, OEMs, and channel partners, to protect the safety and integrity of daily essentials relied on by billions of people every day.

The Videojet core pillars of **expertise, adaptability, usability, and consistency** are values that drive us forward, inspiring us to deliver high-performance, reliable solutions that meet the unique needs of every manufacturer we support. With an unwavering commitment to excellence, we offer a comprehensive suite of **marking and coding equipment, high-quality supplies, dedicated Videojet-trained on-site service technicians, and advanced software solutions** to bring peace of mind and pride to our customers.

Our technology portfolio spans **Continuous Inkjet (CIJ), Thermal Inkjet (TIJ), Laser Marking Systems, Large Character Marking (LCM), Thermal Transfer Overprinting (TTO), Print and Apply Labeling (LPA), Pallet Labeling, and wide-array printing solutions**—all crafted to deliver adaptability, precision, and cutting-edge innovation that makes a difference.

With over 400,000 printers marking ten billion products daily, our solutions touch lives across the globe. Supported by a team of 4,000 associates in 26 countries and a network of 400 distributors and channel partners in 135 countries, we bring expert service and heartfelt dedication wherever companies operate.

As part of Veralto—a global leader in essential technology solutions dedicated to **"Safeguarding the World's Most Vital Resources™"**—we are not just building systems but shaping a future where every brand can deliver trusted products with confidence, enriching lives and fostering connections with consumers worldwide.



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