Service and Support

North America

The perfect introduction to Videojet uptime peace of mind, helping ensure your equipment is optimized for your application and your staff is trained to fully utilize it.

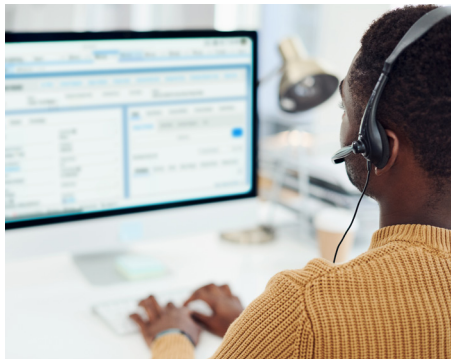
The Videojet North American service packages are designed to reduce your operator learning curve by letting Videojet Service experts handle the maintenance of your new and existing printers, while training your team to help keep them running seamlessly, day after day.

Key benefits of Videojet service

Choose the cost-effective Foundation or our Comprehensive package for the expert support your operators and equipment need.

- ✓ **Proactive approach** helps maximize uptime, optimize print quality, and improve fluid efficiency with preventive maintenance coverage
- ✓ **Enjoy continuity** in operator proficiency with initial and repeat operator training
- ✓ **Get full coverage** of labor and technician travel during normal business hours
- ✓ **Cover your planned and unplanned** service needs beyond your warranty with replacement of wear and repair parts
- ✓ **Take advantage of flexible invoicing** options and gain complete visibility into your service and maintenance budgets
- ✓ **Manage your printer operations** more efficiently with better fleet visibility when you opt-in to Videojet™ Remote Service

See your service agreement for details.



What's Included	Warranty	ClearConnect	Foundation	Comprehensive
Availability	New equipment	New & existing equipment	New equipment	New & existing equipment
Labor and travel during standard business hours	✓ *	✓	✓	✓
Tech support required prior to technician dispatch		✓		
Replacement of any necessary parts, including wear parts	✓ *	✓	✓	✓
24/7 technical support hotline	✓	✓	✓	✓
Assignment of a primary technician		✓	✓	✓
Preventive maintenance visits			✓	✓
Repeat operator training		Once per year	✓	✓
Priority service		✓	✓	✓
Videojet™ Remote Service - Dashboards - Alerts - Remote Assist - Rapid Recover™ Requires Videojet Cloud connection Installation fees apply for Videojet managed Customer Independent Cellular Network (CICN)		✓	✓	✓

*Subject to terms and conditions

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

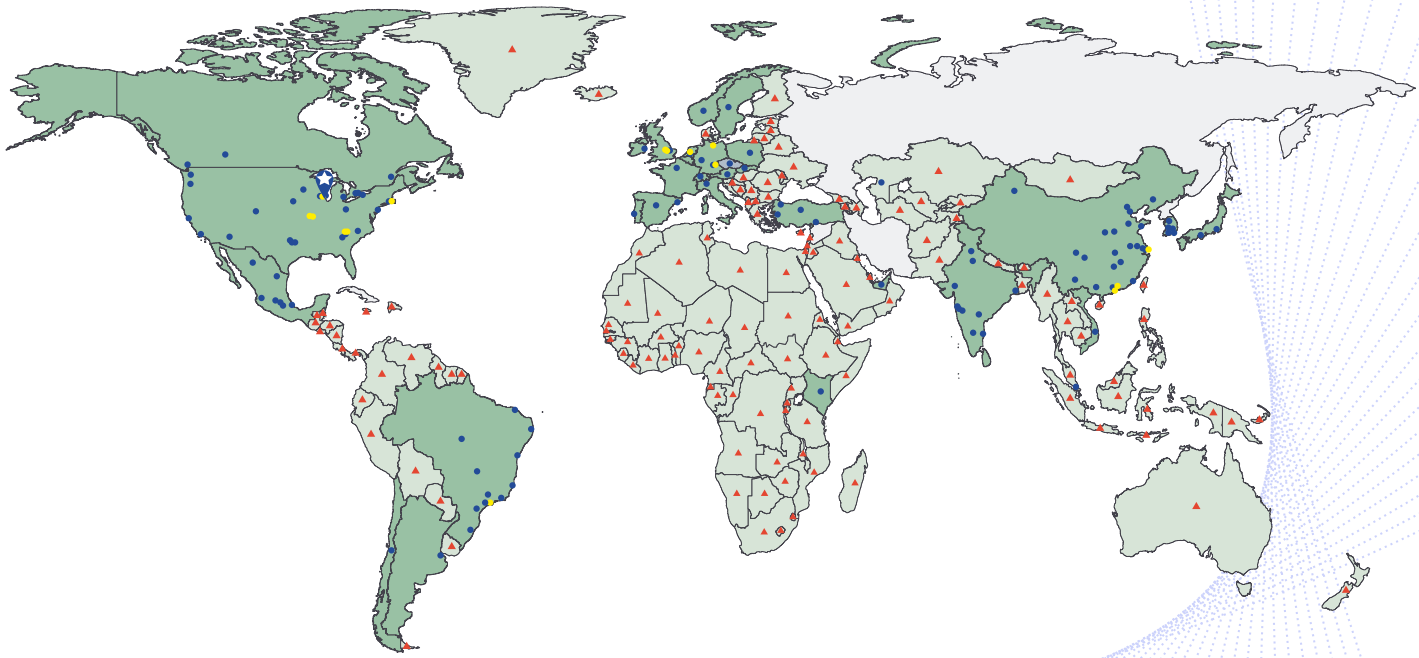
At Videojet Technologies, we believe that every product tells a story—a story of quality, care, and trust. As a global leader in product identification, we proudly partner with manufacturers in over 20 industries, from food, beverage, cosmetics, and personal care to pharmaceuticals, tobacco, packaging, 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.



VIDEOJET

Call 800-843-3610
Email info@videojet.com
or visit www.videojet.com

Videojet Technologies Inc.
1500 Mittel Blvd. Wood Dale IL
60191 / USA

©2025 Videojet Technologies Inc. — All rights reserved. Videojet Technologies Inc.'s policy is one of continued product improvement. We reserve the right to alter design and/or specifications without notice.

fl-na-service-0726
Printed in U.S.A