



# Videojet 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.

## Benefits

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 VideojetConnect™ Remote Service

See your service agreement for details.



What's included:	Warranty	Foundation	Comprehensive
		New Equipment	New & Existing Equipment
Availability			
Labor and travel during standard business hours	●*	●	●
Replacement of any necessary parts, including wear parts	●*	●	●
24/7 technical support hotline	●	●	●
Assignment of a primary technician		●	●
Preventive maintenance visits		●	●
Consultative services and application support		●	●
Repeat operator training		●	●
Priority service		●	●
VideojetConnect™ Remote Service - Dashboards - Alerts - Remote Assist - Rapid Recover™		●	●

Requires Videojet Cloud connection

Installation fees apply for Videojet managed Customer Independent Cellular Network (CICN)

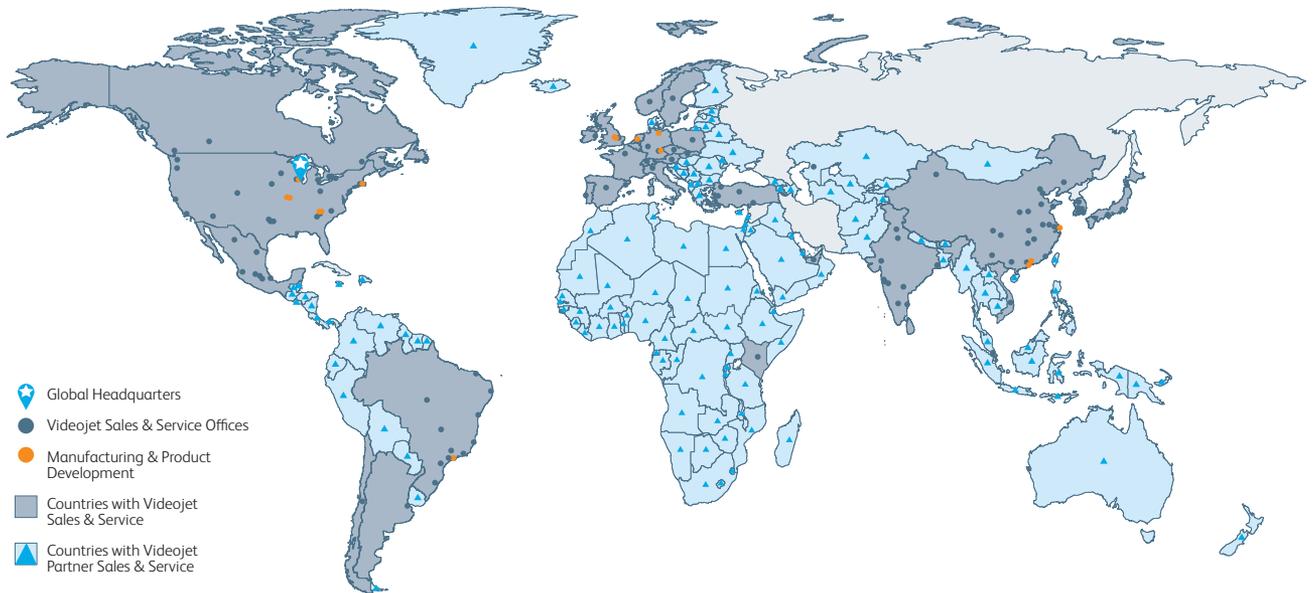
\* Subject to Terms and Conditions

# Peace of mind comes as standard

Videojet Technologies is a world-leader in the product identification market, providing in-line printing, coding, and marking products, application specific fluids, and product LifeCycle Advantage™.

Our goal is to partner with our customers in the consumer packaged goods, pharmaceutical, and industrial goods industries to improve their productivity, to protect and grow their brands, and to stay ahead of industry trends and regulations. With our customer application experts and technology leadership in Continuous Inkjet (CIJ), Thermal Inkjet (TIJ), Laser Marking, Thermal Transfer Overprinting (TTO), case coding and labeling, and wide array printing, Videojet has more than 400,000 printers installed worldwide.

Our customers rely on Videojet products to print on over ten billion products daily. Customer sales, application, service and training support is provided by direct operations with over 4,000 team members in 26 countries worldwide. In addition, the Videojet distribution network includes more than 400 distributors and OEMs, serving 135 countries.



**New printer quote 866-871-3226**

Order supplies [shop.videojet.com](http://shop.videojet.com)  
Call **800-843-3610**  
Email [info@videojet.com](mailto:info@videojet.com)  
or visit [www.videojet.com](http://www.videojet.com)

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