

SERVICE PACKAGES

MARKEM-IMAJE'S COMMITMENT ■ ■ ■

Expert service based on your needs

BEST IN CLASS SERVICE AT A COMPETITIVE PRICE

The Markem-Imaje 1050 or 1200 coders, coupled with their flexible service packages allow optimal and transparent management of marking operations across the machine's lifecycle. Our selection of services provided by our global repair centers combined with 700 on-site technical experts secures your investment at the right price.



PRINTER START-UP PACKAGES ■ ■ ■

Get off to a great start!

Our team of field service engineers will install your thermal inkjet coder and train your operators to ensure optimal performance and safe usage of your coding equipment. We offer two types of start-up packages:

ONE DAY START-UP

One day equipment installation which includes basic operation, safety and maintenance instructions

TWO DAY START-UP

Comprehensive two-day session intended for advanced applications which utilize databases



Start-up packages	One Day Start-Up Service	Two Day Start-Up Service
Overall duration	One Day	Two Days
Content	The following activities will be covered: - Printer installation - Training: start-up and shut-down, message selection and modification, consumable replacement and maintenance, basic safety training and component replacement	Everything covered in the One Day Installation service plus: - System connectivity to local database

EXTENDED WARRANTY AGREEMENTS ■ ■ ■

Driven by your demand to guarantee peace of mind

BEYOND THE STANDARD 18 MONTH PRINTER WARRANTY

Markem-Imaje offers extended warranty plans; 36 months, 48 months and 60 months. For the additional extended warranty period, Markem-Imaje covers all spare parts and/ or replacement of all major system modules. Each extended warranty agreement can be custom tailored to accommodate each unique printer application.

Warranty Type		Standard Warranty	Warranty Extension 36	Warranty Extension 48	Warranty Extension 60
Agreement Duration		18 months	36 months	48 months	60 months
Warranty Duration for hardware		18 months	36 months	48 months	60 months
Repair	Break fix part	✓*	✓*	✓*	✓*
	Break fix labor at repair center	✓	✓	✓	✓
	Break fix labor on site	-	-	-	-
	Travel	-	-	-	-
Support	Help Desk (Monday-Friday, local time)	✓	✓	✓	✓
	Operator/Technical training	-	-	-	-

✓ **Included**
 - **Not included**
 ✓* **New spare parts and/or refurbished modules provided**

EXCHANGE SERVICE ■ ■ ■

Quickly and effectively, our team will assist you in the replacement of your faulty part under warranty



CUSTOMER SUPPORT ■ ■ ■

HELPDESK

Our local teams are readily available putting their expertise on the line to assist you via telephone with all of your requests (technical support, order placing, spare part delivery options, etc.)

SPARE PART KITS

A selection of spare part kits with installation instructions are available to order to assist you with repairing your own machine on site

TRAINING

Instructional sessions are offered by dedicated Markem-Imaje experts

We reserve the right to amend the design and/or specifications of our products without notice.

Markem-Imaje
 Global Sales & Marketing Division
 9, rue Gaspard Monge
 B.P. 110
 26501 Bourg-lès-Valence Cedex – France
 Tél. : +33 (0) 4 75 75 55 00
 Fax : +33 (0) 4 75 82 98 10



To learn more, visit www.markem-imaje.com