

Large Character Touch Dry[®] High Resolution Inkjet Coder

Code with CONFIDENCEsm Service Portfolio

Increase production output and maximize printer performance by planning ahead. Markem-Imaje makes it easy. We offer a comprehensive service portfolio to meet your business needs, at whatever level of support you require.

Our technical team is here to help you at every stage of the customer journey—from startup and training through upkeep and repairs. Together we identify the right solutions to extend the lifecycle of your large character high-resolution printer, maximize your overall equipment efficiency (OEE) and reduce your total cost of ownership.



Maintenance Agreements – Ensure Reliability, Efficiency and Profitability

These printers require preventive maintenance at regular intervals in addition to daily cleaning for optimal performance. Whether you prefer an independent approach or a higher level of support, we can help customize a maintenance program that best fits your unique situation based on printer usage. All materials required for scheduled maintenance interventions are included according to printer configuration.

Service Agreements	MI Confidence Maintenance Only	MI Confidence Plus Extended Warranty	MI Confidence Premium All-inclusive
Duration	From 1 up to 3 years	2 years	From 3 up to 5 years
Firmware update	•	•	•
Preventive maintenance ¹	•	•	•
Break-fix ¹		•	•
Software support	Contact us about available options		

1: Includes required parts, labor and travel

Professional Services – Get Off to a Great Start

We offer a variety of professional services to assist you, from managing your projects to starting up your system and training your employees. Our dedicated training offers support across the lifecycle of your solution and can be done onsite or remotely through our library of advanced and interactive e-learning tools.

Start-up Services	Fast Start	Kick Start	Fresh Start
Start-up	•	•	•
Synchronization	•	•	•
Basic operator instruction		•	•
Technical team instruction		•	•
Systech software instruction		•	•
Integration			•
Follow up visit			•

Training Services	Basic Operator Training	Advanced Operator Training	Technical Team Training
Operate	•	•	•
Maintain	•	•	•
Basic fault finding	•	•	•
Basic repairs		•	•
Spare parts replacement			•

Solve Your Production Line Challenges Quickly and Effectively

Markem-Imaje is committed to providing the best customer service and support possible through the method that is most convenient for you. We understand that every customer journey is different and guarantee the right experience through strong collaboration.



Online and Remote Expert Resources

Helpdesk

Access our experienced team of engineers and technicians, along with a robust pool of resources and support tools.

Remote Video Support

Quickly recover from unexpected technical and mechanical issues without the need for an onsite field service engineer. We can easily support you remotely with live video guidance to drastically reduce downtime, decrease waste and cut costs.

Virtual Assistant

Resolve technical issues yourself with the help of Miva, your virtual support assistant. Miva will guide you through multiple troubleshooting steps to get you up and running as quickly as possible.

Added Value

- Reduced downtime and quick recovery from unexpected issues
- Global support network for fast incident response and best-in-class technical expertise
- Personalized, collaborative service delivery throughout the printer lifecycle
- Easy access to equipment, parts, technical support and training as needed
- Cost predictability and optimization



On-Demand Consumables, Repairs and Spares

Repair & Exchange

Get prompt and effective support and faster response times directly from your local Markem-Imaje Repair Center. Our Advance Service Exchange program includes a direct replacement of a broken part immediately once your case is open.*

E-Commerce Portal

Order and track spare parts and consumables as you need them with just a few clicks. Our online portal makes it easier than ever, while giving you better visibility into your installed base and supplies.*



Personalized, Scalable Rental Program

Confidence 360

Design a turnkey coding solution that perfectly fits your unique needs. Our modular and flexible rental program provides the ideal balance between quality and cost to maximize your investment returns.*

*Based on printer model and local availability

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



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a **DOVER** company