

# Videojet Start-up Care™ & Start-up Care Plus™

## Get started with total confidence

When you include **Start-up Care™** in your Videojet equipment purchase, you gain a full year of service and support coverage for your new equipment. For an additional year or two of coverage, choose the **Start-up Care Plus™** package. Either way, you will enjoy expert service and support provided by Videojet's best-in-class Field Service Professionals. As part of the largest Service and Support team in the industry, they are nearby and ready to train your operators, repair/replace parts if needed, and quickly respond to your requests.

### Installation of new Videojet printers

- ✓ Full installation of new printers by Certified Videojet Service Engineers
- ✓ Optimized printing parameters for your specific application

### Certified Service Engineers

- ✓ Consistent and professional customer interface across your manufacturing facilities
- ✓ In-depth analysis of your printing needs, production schedule and operator behavior patterns

### Parts management

- ✓ No need to order or stock parts in your facility
- ✓ Eliminates parts purchasing transactions

### Preventative maintenance

- ✓ 360° printer health-checks to maximize performance
- ✓ A proactive approach to maintenance for maximized uptime

### Unlimited additional service visits as needed

- ✓ The largest field service team in the industry with 200+ Certified Service Engineers to ensure a quick response
- ✓ Dedicated, experienced service experts with over ten years' experience on average

### Additional training

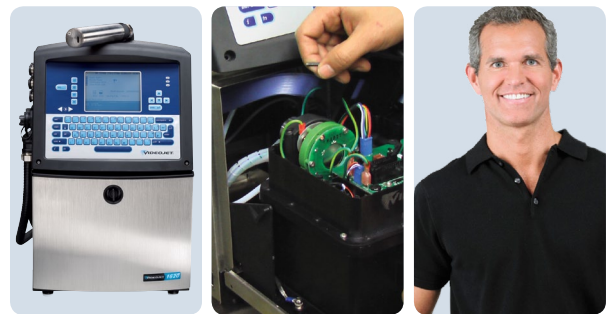
- ✓ Additional training for your staff when you...
  - ▲ Hire a new operator
  - ▲ Set up a new production line
  - ▲ Code on a new product/substrate
  - ▲ Obtain a new coding requirement

### 24x7x365 technical phone support

- ✓ Direct access to Videojet experts when you need them

### Year-round priority service

- ✓ Faster response time
- ✓ Less downtime cost



**VIDEOJET**  
Uptime Peace of Mind®

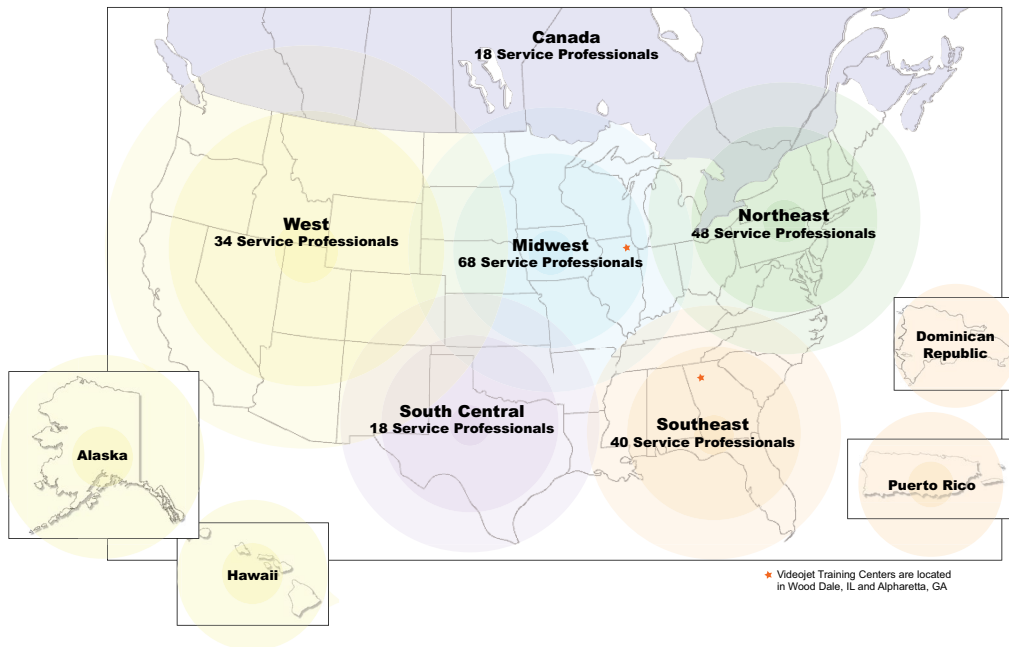


# Videojet Care Packages Overview

	Full Care	Service Care	Start-up Care Plus	Start-up Care	Extended Warranty
Break / fix parts	●	●	●	●	●
On-site labor	●	●	●	●	●
Travel*	●	●	●	●	●
24x7x365 phone support	●	●	●	●	●
Preventive maintenance	●	●	●	●	-
Quarterly consultative service visits	●	●	●	●	-
Key operator training	●	●	●	●	-
Consumable parts**	●	●	●	-	-
Fluids/Ribbons	●	-	-	-	-
Printer rental	●	-	-	-	-
Payment	monthly	monthly	with equipment or monthly	with equipment	with equipment
Contract length	60 months	12 months	24/36 months	12 months	36/60 months

\* Within 50 miles of a Videojet Service Center. Ask your Videojet representative about locations

\*\* Consumable parts include 1000 Line cores, 2300 Series printheads and reclaim filters, DataFlex® Plus platen pads and brackets, and 3000 Series laser tubes



Partner with the largest field service organization to experience a proactive approach to maintenance and uptime assurance

Contact Videojet Service for more information

866-653-6525 x2902 [serviceinsidesales@videojet.com](mailto:serviceinsidesales@videojet.com)

Videojet terms and conditions apply including all warranty terms and conditions. Additional restrictions apply.



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