

Videojet Full Care™ Package

All-inclusive, Hassle-free Coding...One Low Price

Videojet's Full Care Package: Your Uptime Assurance

Whether your operation calls for small or large character ink jet, laser or thermal transfer technology, you can take advantage of the most comprehensive service and equipment package in the industry. It's the best way to add a world-class marking and coding system to your production line.

With one fixed monthly price for five years, the Full Care Package includes:



Equipment

A new, state-of-the-art Videojet marking and coding system



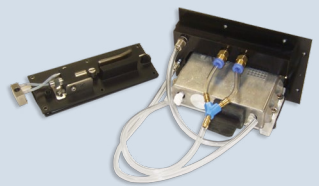
Supplies

Scheduled deliveries of ink, makeup, cleaning fluid or ribbons. Includes laser extractor filters.



Service

- Preventive maintenance
- Quarterly consultative visits
- Labor and travel
- 24x7x365 phone support
- Key operator training



Parts

Repair or replacement of worn and defective parts

New equipment

At the start of your Full Care Package, a new, state-of-the-art Videojet marking and coding system will be delivered and fully installed. Videojet will train your operators on your specific applications to start enjoying greater uptime and productivity.

All parts and supplies included

Each Full Care Package is designed to provide the supplies you need when you need them. Videojet will work with you to determine your monthly usage level of fluids or ribbons and set up a delivery plan.

Expert, dedicated service

Five years of onsite maintenance and support is provided by Videojet Service. Over 200 expertly trained and certified Field Service Professionals, with an average of more than ten year's experience, are nearby and ready to maintain your equipment, train your operators, repair/replace parts if needed, and quickly respond to your requests.

Easy, predictable billing

With Full Care's low, fixed monthly payments for 60 months and no up-front costs, most businesses can enjoy a new, state-of-the-art coding system—and everything else in the Full Care Package—without the need for a capital expenditure.

Future-proof solution

When your contract expires, you will have the opportunity to start a new Full Care Package with Videojet's newest equipment available. Or, you can extend your current agreement on the equipment you are already using.

VIDEOJET
Uptime Peace of Mind®



Full Care Package

All-inclusive solution to ensure uptime

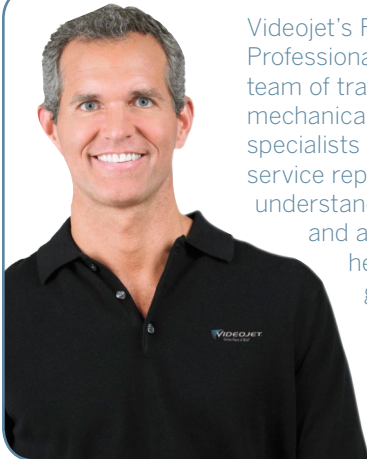
✓ No capital expenditure

✓ Outsourced service

✓ Fixed coding costs

✓ Minimized parts and supplies inventory

✓ Proactive maintenance and training



Videojet's Field Service Professionals are backed by a team of trainers, technicians, mechanical engineers, supplies specialists and customer service representatives who understand your applications and are dedicated to helping you achieve greater production levels. In addition, Videojet 24-hour phone support is always available.

Q & A

1. Which equipment is available with Full Care?

The Full Care Package is offered with a wide range of Videojet's marking and coding equipment including small and large character ink jet printers, thermal transfer overprinters and laser marking systems. Ask your Videojet representative for details.

2. Can I adjust my supplies deliveries?

Yes. Subject to the terms in your Full Care Package Agreement, you can change your expected consumption by calling Videojet's 24-hour Customer Service at 800.843.3610. An adjustment can be instantly made to your next shipment of fluids or ribbons. Or, an update to your Full Care Package can be made to permanently reflect your new consumption levels.

3. Who owns and is responsible for the equipment?

Videojet maintains ownership of the equipment and will provide scheduled maintenance and repairs.*

4. What options do I have at the end of year five?

You can start a new Full Care Package with new equipment or extend your package with your current equipment. You may also decide to terminate your Full Care Package and return the equipment to Videojet or purchase the coding equipment at the buy-out price listed in your Full Care Package agreement.

5. In addition to coding and marking equipment, can Full Care cover software, project management and integrated solutions?

Yes. Videojet can tailor Full Care to cover all products and services you purchase from Videojet.

6. Is coverage available for my existing equipment?

Videojet can tailor packages with a monthly payment schedule for your existing Videojet coding equipment to provide fluids, parts and service coverage.

* Problems caused by abuse or misuse are subject to normal service rates and conditions. Additional terms and conditions apply.



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