

## SERVICES PACKAGE

### MARKEM-IMAJE'S COMMITMENT ■ ■ ■

Expert service based on your needs

#### BEST IN CLASS SERVICE AT A COMPETITIVE PRICE

No more surprises! Secure your production by planning ahead, all at the best price! When you purchase a new 9000 series, you don't only gain more than a leap forward in continuous inkjet technology but also access to a Markem-Imaje technical team of 700 strong on-site experts. Located across the planet, they will work with you to plan marking and coding activities efficiently as to ensure you maximum production uptime. Transparent coding activities will let you focus on your core activity.



### PRINTER START UP PACKAGES ■ ■ ■

Get off to a great start!

Our team of field service engineers will install your 9000 series, and train your operators to ensure optimal performance of your coding equipment. We offer 2 main types of start-up services with the following benefits:

#### KICKSTART SERVICE

for experienced customers – Smooth, one-day equipment installation at a competitive price and easy access to basic printer functions.

#### FRESHSTART SERVICE

for new customers – Comprehensive two-day session to ensure equipment has been installed on the line, and users are trained to carry out advanced tasks.

### EXTENDED WARRANTY AGREEMENTS ■ ■ ■

Driven by your demand to guarantee peace of mind

#### BEYOND THE STANDARD 12 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.



Start-up packages	KickStart Service	FreshStart Service
Overall duration	One Day	Two Days
Content	The following activities will be covered: - Printer installation on an existing structure - Training: start-up and shut-down, consumable replacement, message selection and modification, printhead maintenance, basic fault finding, regular maintenance (air and ink filters)	Everything covered in the Kickstart service package as well as: - Advanced system and message configuration - Advanced maintenance procedures - Advanced machine operating instructions

		Serenity 36	Serenity 48	Serenity 60
Agreement Duration		36 months*	48 months*	60 months*
Warranty duration for hardware		36 months*	48 months*	60 months*
Repair	Break fix part	✓	✓	✓
	On-site labor	✓	✓	✓
	Travel	✓	✓	✓
Maintenance	M6' Maintenance kit	Optional	Optional	Optional
	On-site labor	Optional	Optional	Optional
	Travel	Optional	Optional	Optional
Support	Help Desk (Monday to Friday, local working hours)	✓	✓	✓
	Operator/Technical training	-	-	-

✓ Included. For more details, please refer to the general terms and conditions of the package.  
 - Not included.  
 \* Only for countries covered by Markem-Imaje subsidiaries.

## CUSTOMER SUPPORT ■ ■ ■

### HELPDESK

Our local teams are 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 assist our customers in repairing their own machine on site.

### CONSUMABLES

Genuine consumable solutions offering the perfect match for superior print quality, including RoHS-compliant, methanol-free, Mek-free etc.

### 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.

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