

SERVICE PACKS

MARKEM-IMAJE'S COMMITMENT ■ ■ ■

Best in class service to support your OEE* goals

No more surprises! Secure your production by planning ahead and improve the efficiency of your process. Whether your operation be small, medium or large, we'll offer you the service pack you need, based on your expectations and your budget. When you purchase a new 9400 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 globe, they will work with you to plan marking and coding activities efficiently and ensure you maximum production uptime. Transparent coding activities will let you focus on your core activity, and nothing else!

SERVICE PACKS ■ ■ ■

Multiple service packs to guarantee you peace of mind

PREMIUM SERVICE PACK

- Fixed operational cost of printer up to 5 years
- MI-Preferred support access when you need it
- Ensure the initial performance of your new or existing printer
- Monitor consumption information in real-time

SERENITY SERVICE PACK

- 5-year warranty on new printer
- MI-Preferred support access when you need it
- Maximize printer performance

STANDARD SERVICE PACK

- Ensure the initial performance of your new or existing printer
- Optimize equipment running costs
- Dedicate your staff's time to your core activity

LONGEVITY WARRANTY

- Secure printer performance during the first 18 months
- Maximize operator performance
- 5-year warranty on main parts of ink circuit



SMILE LEASING SOLUTION ■ ■ ■

Convenience, performance and innovation through an exclusive all-inclusive coding pack

- Preserve and anticipate your capital cost budget
- Minimize the impact on your financial books
- Stay up-to-date and always benefit from the latest technology
- Secure availability of the printer
- Monitor consumption and printer performance
- One point of contact through the entire process keeping things simple

*Overall Equipment Effectiveness

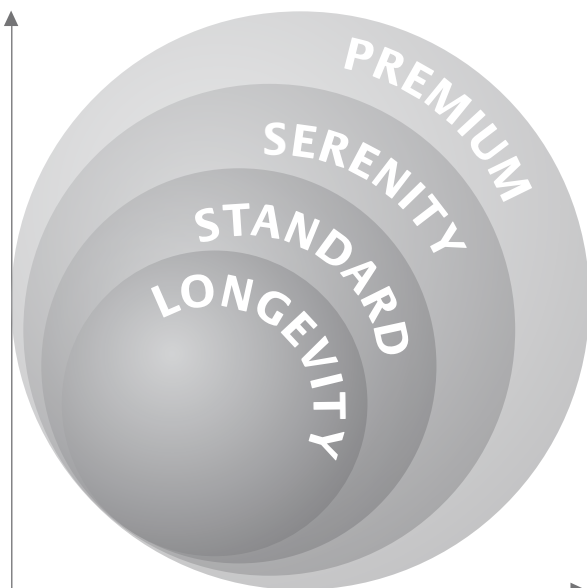
MARKEM-IMAJE 9400 SERIES SERVICE PACKS

	PREMIUM PACK	SERENITY PACK	STANDARD PACK	LONGEVITY WARRANTY
Eligible printers	New or existing 9410/9450/9450S/9450E/ 9450c/9450Sc/9450Ec	New 9410/9450/9450S/9450E	New or existing 9410/9450/9450S/9450E/ 9450c/9450Sc/9450Ec	New 9410/9450/9450S/9450E
Full warranty length - 18 months	●	●	●	●
• Breakfix parts	●	●	●	●
• Onsite labor	●	●	●	●
• Travel	●	●	●	●
• MI-Preferred support (priority response)	●	●	●	●
Main ink circuit parts - 5 year warranty (Part only. Labor included during the initial 18-month warranty period)*	●	●	●	●
Full warranty extension: 36, 48, 60 months	●	●	-	-
MI-Prevent (predictive maintenance)	●	-	●	-
Start-up service (including operator training)	Available	Available	Available	Available
SMILE				
3 to 5 year printer leasing	Available	Available	-	-
3 to 5 year consumable supply	Available	-	-	-
MI-Secure (availability commitment)	Available	-	-	-

* Not available on pigment ink models.

Note: A series of 'do-it-yourself' kits are also available, please contact your local Markem-Imaje subsidiary for more information.

Performance



TCO** optimization

BUSINESS CONTINUITY, PROFITABILITY AND REASSURANCE

To accompany you through the years and extend the longevity of your equipment, Markem-Imaje has thought out a service offer that will help get exactly what you want.

We'll work with you to ensure the productivity of your lines, help control your costs and protect your investment.

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
Tel: +33 (0) 4 75 75 55 00
Fax: +33 (0) 4 75 82 98 10



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

