

SmartDate[®] Series

Service packages ■ ■ ■



Markem-Imaje's commitment: expert service at the right price.

With the SmartDate series range, Markem-Imaje is firmly committed to offering the most advantageous total cost of ownership on the market today. The SmartDate series range, coupled with its service packages allows optimal and transparent management of marking operations across its lifecycle. More than just a service, it is a team of more than 700 technical on-site experts worldwide and an opportunity to secure your investment and expenses at the right price.

Start-up packages ■ ■ ■

Get off to a great start! Our team of field service engineers will install your SmartDate printer, 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 and easy access to basic printer functions at a competitive price.

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.

Advanced Service Exchange ■ ■ ■

Easy and fast, the Advanced Service Exchange program allows you to get a quick and effective response to your request at an attractive price. All aspects covered; we will replace your faulty part with an updated version in an express manner and will cover all associated shipment costs, including a return mailing label. A safe way to consider a setback!

Service agreements ■ ■ ■

Premium service agreements to secure your investment and expenses – Markem-Imaje covers the repair of your equipment regardless of the production rate and environment. You benefit from an additional 18-month or 42-month manufacturer warranty with no unexpected costs for the printer. Our service is driven by your demands, to guarantee your peace of mind.



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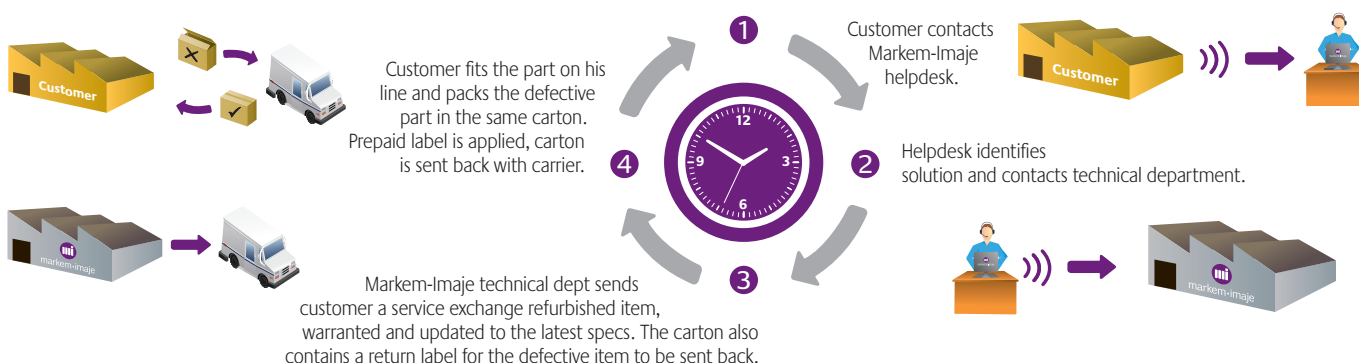
Service packages ■ ■ ■

Start-up packages	KickStart service	FreshStart service
Overall duration	Up to 1 day	Up to 2 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 replacement, basic fault finding	Everything covered in the KickStart service package as well as: - Advanced system and message configuration - Advanced maintenance procedures - Advanced machine operating instructions

Service agreements		Premium 36	Premium 60
	Agreement duration	36 months*	60 months*
	Warranty duration for hardware following the purchase	36 months*	60 months*
Repair	Break fix part	✓	✓
	On-site labor	–	–
	Travel	–	–
	Advanced service exchange	✓	✓
	Helpdesk (Monday to Friday, local working hours)	✓	✓
	Operator/Technical training	–	–

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

How the Advanced Service Exchange scheme works* ■ ■ ■



Customer support ■ ■ ■

Helpdesk – Ring us up! 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, Advanced Service Exchange, etc.).

Spare part kits – A wide selection of spare part kits are available to satisfy your specific needs: Printhead kits and first aid kits.

Consumables – One of the best ways to get excellent performance of your Markem-Imaje system is to combine it with genuine Markem-Imaje ribbons. Our extensive ribbon has undergone extensive testing as to ensure optimal performance and comply with industry-specific regulations.

Repair and Return – Quick and effective, our team will assist you in the repair of your faulty part.

Consultancy visit – We will assess the availability rate of your installation and produce an expert report to identify potential areas of improvement and optimization of operator use.