



Service packages ■ ■ ■



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

When you purchase a new 2200, you gain more than a leap forward in print and apply technology. You gain access to a Markem-Imaje technical team of 700 strong on-site experts, located across the planet as to secure your investment and expenses. We will work for you to ensure optimal and transparent management of marking operations across the lifecycle of your 2200.

Installation service ■ ■ ■

Get off to a great start! Our team of field service engineers will install your 2200, and train your operators to ensure optimal performance of your coding equipment. We offer 2 main types of installation 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.

Service agreements ■ ■ ■

Our service is driven by your demands, to guarantee your peace of mind. To that end, we offer an array of service agreements to cover any production rate and environment—even yours! Each agreement offers different levels of support for maintenance and repair according to your real needs:

Standard service agreement to maintain the performance of your equipment – Markem-Imaje covers the maintenance of your equipment. You benefit from the full control over your preventive maintenance costs with no hidden costs on maintenance parts, labor and travel during the 36 months following your purchase.

Premium Extended Warranty to secure your investment and expenses – Markem-Imaje covers both the maintenance and repair of your equipment. In addition to the benefits of the Standard service agreement, the Premium Extended Warranty offers an extension of your initial manufacturer warranty during a total period of 36 or 60 months.



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Installation service	KickStart service	FreshStart service
Overall duration	One day	Two days
Content	The following activities will be covered: - Printer installation on an existing infrastructure - Training: start-up and shut-down, consumable replacement, message selection and modification, printhead replacement, basic fault finding, routine maintenance (print and feed rollers)	Everything covered in the KickStart service package as well as: - Advanced system and message configuration - Advanced maintenance procedures - Advanced machine operating instructions

Service agreements		Initial warranty	Standard	Premium 36	Premium 60
	Agreement duration	18 months*	36 months*	36 months*	60 months*
	Warranty duration for hardware following the purchase	18 months*	18 months*	36 months*	60 months*
Repair	Break fix part	✓	–	✓	✓
	On-site labor	✓	–	✓	✓
	Travel	✓	–	✓	✓
Maintenance	Preventive maintenance parts	Print and feed rollers	–	✓	✓
		Maintenance kit	–	✓	✓
	On-site labor	–	✓**	✓**	✓**
	Travel	–	✓	✓	✓
	Help desk (24/7 availability)	✓	✓	✓	✓
	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.
- ** Excluding labor linked to printhead and print and feed roller change, but the option is available.

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, etc.).

Spare part kits – A wide selection of spare part kits are available, including printhead, maintenance and first aid kits.

Ribbons and labels – Genuine consumable solutions offering the perfect match for superior print quality, including quality thermal transfer ribbons and labels designed to work in demanding industrial environments.

Training – Sessions at various levels from dedicated Markem-Imaje experts.

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