

Diagraph Service

Large Character Inkjet Systems

Automated Labeling Systems

Linx Small Character Inkjet Systems



A critical consideration *before you buy* is the service that's available *after you buy*.

When your new marking, coding or labeling equipment is installed on your production line, it's not the end of the support available from Diagraph, it's just the beginning. Diagraph Service offers customer care choices to keep your ink jet and labeling equipment running efficiently, lower your maintenance and service costs, and optimize the life of your systems. In short, Diagraph Service is designed to give you peace of mind.

- **Factory-Trained Technicians** are available for on-site service calls
- **Service Vans** are stocked with common replacement parts
- **Service Agreements** provide scheduled maintenance, plus discount prices
- **Customer Training** teaches your staff to maintain and troubleshoot equipment
- **Exchange Programs** cover cleaning or replacement of printheads
- **Replacement Parts** manufactured to the same specs as the original parts
- **Original Consumables** formulated to deliver the most reliable performance
- **24-Hour Phone Support** available for customers who qualify
- **1-800-526-2531** one phone number for all service needs—help desk, parts and consumable orders, scheduling on-site service and training, etc.

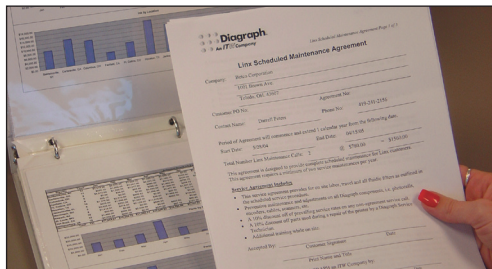
Diagraph Service Center

Free technical support is available to all Diagraph customers from the experts at our Call Center. Hours of operation are Monday - Friday, from 7:00 am - 5:00 pm (Central Time).



Diagraph Service boosts productivity & cuts costs...

Service Agreements



To keep your equipment running smoothly, Diagraph Service offers a variety of service agreements to fit your needs, your internal service capabilities, and your budget.

Preventive Maintenance Agreements provide the parts, labor and travel for scheduled maintenance such as changing filters, replacing worn parts and adjusting photo-cells, encoders and scanners.

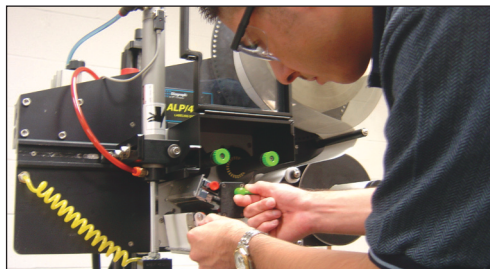
On-Site Service Agreements provide labor, parts and travel for repairing specific equipment, above and beyond scheduled maintenance procedures.

Blanket Order Agreements save customers time, money and paperwork by covering consumable purchases for a pre-determined period of time. Regularly-scheduled Blanket Order shipments also help you efficiently manage inventory.

Printhead Exchange Agreements provide printhead cleanings and exchanges for PEL and Impulse Jet ink jet systems, printhead exchanges for Integrated Valve ink jet printers.

Diagraph maintenance/service agreements provide inherent savings by assuring reliable operation over the life of your equipment. But that's not all—they also provide customers with a 10% discount below standard labor rates and parts prices.

On-Site Service



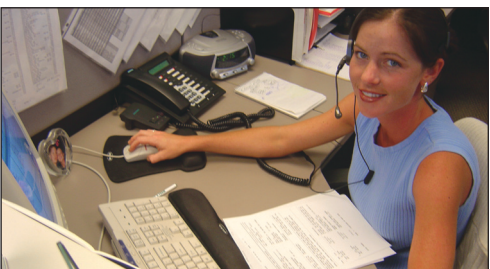
On-site service is just a phone call away. When you call, we will arrange for the nearest of our field service technicians to visit your plant.

Diagraph service technicians are factory-trained to deliver expert service for ink jet printers and automated labeling systems.

In addition to the specific services listed below, our technicians provide written reports on the condition of your equipment and recommendations for preventive maintenance.

- Troubleshoot Problems
- Scheduled Maintenance
- Corrective Adjustments
- Repair/Replace Defective Parts
- Check Parts/Consumables Inventories

For your convenience, Diagraph service technicians are also available for on-site training of your operators and maintenance staff. They can show your personnel the proper procedures to adjust, maintain, troubleshoot, service and repair your equipment.



Customer Training



In addition to on-site training supplied by field service technicians, Diagraph also conducts professional technical training courses at our corporate headquarters near St. Louis, MO.

Your investment in training is easy to see when your trained employee returns to your plant.

- Fewer equipment problems
- Faster resolution of problems
- Immediate repair capability
- Less need for factory assistance
- Lowest possible service costs

Diagraph technical training focuses on the proven principle of hands-on learning. Students discover how to identify and repair mechanical, electrical and fluidic problems by doing it themselves with the assistance of Diagraph instructors. In all courses there is an emphasis on how to reduce equipment downtime with fault-finding and module replacement techniques.

Courses are available for small and large character ink jet printers and automated labeling systems. Software training is also available on request. For more information call the Diagraph Service Center at **1-800-526-2531**.

For more information on all Diagraph Service, products, consumables, parts and inks, please visit our website:

www.diagraph.com

 **Diagraph**
An **TW** Company

1 Missouri Research Park Drive • St. Charles, MO 63304 • Phone: 800-526-2531 • Fax: 636-300-2005
Equipment Sales: 800-722-1125 • Service, Parts & Inks: 800-526-2531 • Labeling Consumables: 800-695-0036

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