



## PREDICTABLE SERVICE & SUPPORT PLANS

Diagraph Marking & Coding provides product identification solutions that make it easy for manufacturers to make the perfect mark. Diagraph is committed to providing valued business partners with a superior level of technical service and support well-beyond equipment implementation.

Our service programs are designed to complement your available maintenance resources. Utilize our service engineers for on-demand repairs or opt for predictable service support that covers preventive maintenance and equipment repairs. Whether you want your in-house fleet to be self-sufficient or you'd like peace-of-mind full coverage, we have a service plan option designed to meet your unique needs.

	QUICK START	PM AGREEMENT	WARRANTY PLUS	PREMIER <i>Best Value</i>
	Specifically designed to ensure the successful installation and adoption of new marking and coding equipment in the first year	Available year-to-year, this agreement provides factory recommended preventive maintenance coverage to maintain the longevity of your equipment	The plan built for the self-maintainer capable of general maintenance, providing guaranteed back up if things don't go as planned with repair parts and service coverage	Enjoy complete peace of mind with fixed, all-inclusive maintenance costs by allowing us to provide comprehensive coverage to maximize equipment performance and availability to meet your production needs
24/7 Technical Phone Support	✓	✓	✓	✓
Preventive Maintenance Parts & Services		✓		✓
Wear Parts Replacement		✓		✓
Repair Parts & Services	✓		✓	✓
Priority Service	✓		✓	✓
Leasing Availability	✓		✓	✓
Available in 3, 4 & 5 Year Terms			✓	✓
Discount on Non-Warranty Services		✓	✓	✓

Per our Terms & Conditions, damage caused by mishandling equipment outside of recommended operational guidelines may not be covered by these service agreements.

### **24/7 Technical Phone Support**

Direct access to Diagraph technical experts whenever you need help

### **Preventive Maintenance Parts and Services**

Factory-trained Diagraph Field Service Engineers provide full onsite preventive maintenance measures to ensure optimal performance and reduce downtime including a thorough review of the covered equipment, corrective adjustments, and standard scheduled maintenance actions

### **Repair Parts and Services**

On-site parts and repairs as needed to maintain uptime

### **Wear Parts Replacement**

All designated wear parts will be provided when they reach their life expectancy as covered by the length of the service agreement

### **Priority Service**

Faster response time to quickly get your equipment back up and running

### **Leasing Availability**

Bundle your service programs with any equipment purchase for access to convenient monthly billing options

### **Discounts on Non-Warranty Services**

Enjoy discounts on any non-warranty parts and repairs outside of your chosen service agreement

## **DON'T SEE THE EXACT PROGRAM FOR YOU?**

Diagraph will customize a service package that best fits your service needs.



#### **Diagraph Marking and Coding**

1 Research Park Drive  
St. Charles, MO 63304-5685

+1 800 562 2531  
[service@diagraph.com](mailto:service@diagraph.com)

[Diagraph.com](https://www.diagraph.com) Live Chat  
©2019 Diagraph® Printed in USA