

# Service, Parts & Inks

*"Easy-to-Use, maximum reliability, and saving you money" are qualities built into our coding & labeling equipment. Couple that with our excellent Service...it's what we call "the Diagraph Difference"*



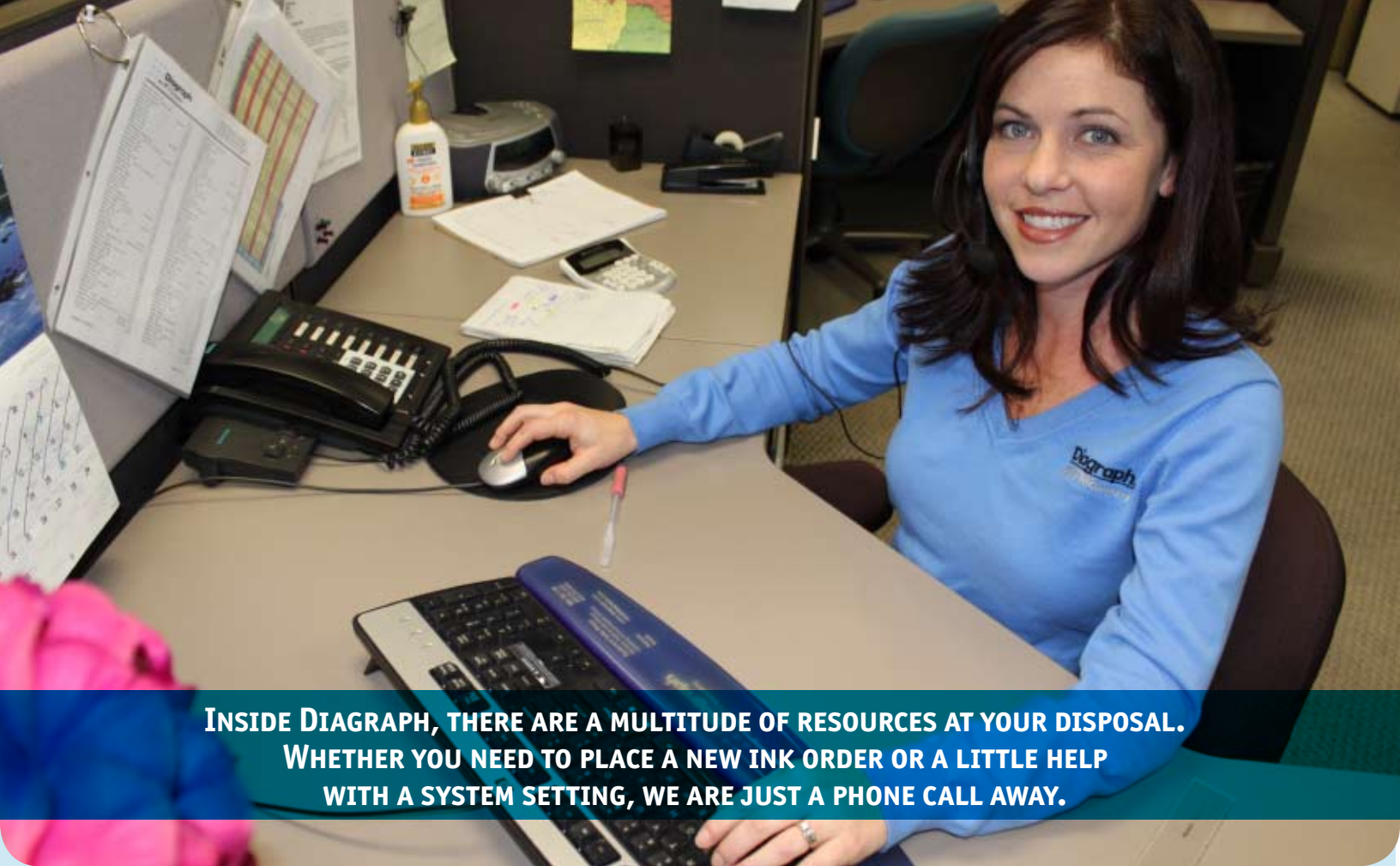


DESIGNED SO THAT YOU GET THE MOST OUT OF YOUR INK JET CODING AND LABELING SYSTEMS, DAY-AFTER-DAY, MONTH-AFTER-MONTH, YEAR AFTER YEAR.

## SERVICE AGREEMENTS / PREVENTATIVE MAINTENANCE

- **Service agreements and buying programs** cover all of our product lines, help keep your equipment running smoothly and minimize your costs.
- **Extends equipment life; saves you money** 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 additional discounts for hourly rates and parts prices.
- **Preventative maintenance agreements** provide the parts, labor and travel for scheduled maintenance such as changing filters, replacing worn parts and adjusting photocells, 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 Impulse Jet ink jet systems, and printhead exchanges for Integrated Valve ink jet printers.





**INSIDE DIAGRAPH, THERE ARE A MULTITUDE OF RESOURCES AT YOUR DISPOSAL. WHETHER YOU NEED TO PLACE A NEW INK ORDER OR A LITTLE HELP WITH A SYSTEM SETTING, WE ARE JUST A PHONE CALL AWAY.**

## ACCOUNT SERVICE REPRESENTATIVES & HELP DESK TECHNICIANS

- **Dedicated and centrally located** — Call Center in St. Charles, MO operates 7 AM to 5 PM Central Time, Monday through Friday with Inside Sales, Scheduling and Technical Support (Help Desk). After-hours support also available.
- **Easily accessible** via telephone, email, and online chat.
- **Highly-knowledgeable and experienced staff** with an average of over 10 years of experience per person.
- **Most orders shipping within 24 hours** — direct access to factory-supported warehouse and vendors.

### ACCOUNT SALES REPRESENTATIVES (ASRs)

- **Excellent customer service** — makes ordering of service, parts and inks simple and easy.
- **Inventory management** — keeps track of the parts that are important to you!
- **Account review** — provides customer history and recommendations for saving money and improving equipment and efficiencies.

### HELP DESK TECHNICIANS (HDTs)

- **Supports entire Diagraph product line** through phone and electronic communication.
- **In-house customer repairs** of label print engines and continuous ink jet printers.
- **Factory-trained** technicians with access to all documentation and drawings.





**ACROSS THE COUNTRY, WE HAVE A NETWORK OF DEDICATED TECHNICIANS READY TO PROVIDE ON-SITE SERVICES. EQUIPPED WITH TOOLS AND INVENTORY, WE ARE READY TO HELP WITH COMPLETE SERVICE FROM SCHEDULED MAINTENANCE TO NEW INSTALLATIONS.**

## ON-SITE FIELD SERVICE

- **Nation-wide network** — Field-based service managers and technicians are Diagraph employed, factory trained, and cover coast-to-coast.
- **Dedicated company vans** — equipped with the right tools and parts inventory.
- **Geo location software** allows for locating and dispatching of technicians to customer sites in real time.
- **Perform scheduled maintenance** to keep your equipment running efficiently and reliably.
- **Operator and maintenance training** ensure those that use and maintain the equipment are in the know.
- **Written summary** of the work that was performed so that you know exactly what was done and any next steps needed.

### ON-SITE FIELD SERVICE

- **Perform site surveys** to review best-fit technology for application prior to customer purchasing.
- **Install equipment** to factory specification.
- **Enables on-site warranty** in addition to factory equipment warranty.
- **Courtesy calls** make sure equipment is running as it should.
- **Troubleshoot equipment** to factory specification.
- **Repair defective equipment** on an as needed basis.
- **Check parts and consumables inventory** at customer's site.





**ON-SITE OR IN-HOUSE, DIAGRAPH CAN HELP YOUR TEAM LEARN EVERYTHING THEY NEED TO KNOW TO KEEP YOUR CODING AND LABELING EQUIPMENT RUNNING SMOOTHLY AND EFFICIENTLY.**

## TRAINING AT OUR FACILITY OR YOURS

### WHY TRAINING?

- **Self-sufficient** — training enables your operators and maintenance personnel to be self-sufficient and capable.
- **Fewer equipment problems** — it is well documented that companies that take ownership of their equipment have fewer equipment problems as they tend to “nip any issues in the bud” before they happen.
- **Quicker resolution and immediate repair capability** of problems as they occur. Your employees on-site would be the “first responders” to any issues that arise.
- **Lowest possible overall service cost** — training your employees to resolve any issues is the most cost-effective solution for any repair work needed.
- **The right tools** — attendees will receive in depth training as well as manuals and tools to be certified technicians on our products.
- **Focused and hands-on** — students identify and repair mechanical, electrical and fluidic problems by doing it all themselves.

### TRAINING DESIGNED WITH YOU IN MIND...

- **Training at our place or yours** — whichever works best for you.
- **Custom designed** for your specific products and rotating shifts to expose all operators and maintenance staff.



# The Diagraph Difference



Imagine working with a business partner that is the innovative and technology leader in their industry, yet has a century-long history of experience. That would be the best of both worlds. Add to it excellent customer service and the discipline of helping you maximize throughput efficiencies while minimizing operating costs. Well, that's Diagraph. With our expert sales and service groups looking to make your job easier and save you money, it's what we call "the Diagraph Difference."



## CORPORATE HEADQUARTERS

1 Missouri Research Park Drive  
St. Charles, MO 63304

[www.diagraph.com](http://www.diagraph.com)

**Diagraph has direct sales and service for all your marking, coding and labeling needs.**

## DIAGRAPH EQUIPMENT SALES

The Equipment Sales group offers automated all-electric servo labelers, industrial ink jet coders and laser coders. And companies like yours that need to code or label their products, packages and pallets turn to us for answers. Whether you need to apply a simple date code or meet a complicated compliance mandate, we have the solutions to get you where you need to be, today and tomorrow. What can we do for YOU?

[800-722-1125](tel:800-722-1125) • [info@diagraph.com](mailto:info@diagraph.com)

## DIAGRAPH SERVICE, PARTS & INK

The Service, Parts & Ink group is comprised of field-based technician experts and corporate based customer service and help-desk teams to keep your coding and labeling equipment running efficiently, lower your maintenance and service costs, and optimize the life of your systems. Parts and inks are easy to order and delivered fast.

[800-526-2531](tel:800-526-2531) • [service@diagraph.com](mailto:service@diagraph.com)



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