

# Policy

## Markem-Imaje Hardware Maintenance and Support Contract

Markem-Imaje Hardware Maintenance and Support Contract-AA-ENJ | 10/4/2024



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# Scope

## Markem-Imaje Hardware Maintenance and Support Contract

Depending on the chosen service contract type, the Hardware Maintenance and Support Contract consists of access to advanced levels of Markem-Imaje Virtual Assistant digital self-services, Connected Printer Services, Advanced Exchange Services, Scheduled Part Shipment Agreements, Return & Repair Services, Advanced levels of Remote Service Support, Scheduled Preventive and Predictive maintenance services and Expert Visits agreements. To receive, Customer must have a valid and active Hardware Maintenance and Support Contract.

All contract types are subject to "Appendix 1: Fair Use Policy" and to "Appendix 3: Exception Policy".

### Out of Contract

Should Customer wish to purchase a Hardware Maintenance and Support Contract at a later date, the equipment may be subject to an inspection which may be conducted via remote video service or with a Markem-Imaje technical resource on-site.

### Out of Scope

**Customer** is responsible for servicing and maintaining any equipment or accessory that is used for the application but not specified in the Markem-Imaje Hardware Maintenance and Support Contract.

# Technical Service Process

Technical Support will consist of the following services categories:

- (Digital) Self Services
- Remote Services
- On-Site Services

**(Digital) Self Services** are specified in the purchased **Markem-Imaje Hardware Maintenance and Support Contract** level. These services include the Virtual Assistant, Advanced Exchange Service, Return & Repair service, Connected Printer Services and scheduled parts shipments.

**Remote Services** are specified in the purchased **Markem-Imaje Hardware Maintenance and Support Contract** level and include services such as Phone support, Remote Video Support and Live troubleshooting **Chat** services. Remote services include problem solving diagnosis, root cause faultfinding and remote trouble shooting if required as well as escalation and handover support to the Planning or Customer Service team.

**On-Site Services** are specified in the purchased **Markem-Imaje Hardware Maintenance and Support Contract** level and can include preventive and predictive maintenance, corrective action and optional expert visits.

# Support Elements Included by Contract Level

Type	Details	Standard Contract	Advanced Contract	Ultimate Contract
Digital Self-Service	E-shop & Customer Portal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Virtual Assistant	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Virtual Assistant Plus	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Preventive self-maintenance parts	Optional		
	Advanced Exchange Service	Optional	Optional	Optional
	Connected Printer Service	Optional	Optional	Optional
Remote Services	Helpdesk 8/5 Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Live Chat 24/7 Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Remote Video 8/5 Support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Predictive monitoring services		Optional	Optional
On-Site Services	Preventive Maintenance visits		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Break fix parts and labor			<input checked="" type="checkbox"/>
	Expert visits	Optional	Optional	Optional

# Case Resolution

The case resolution process should follow the following steps:

For any technical information or trouble shooting request, the customer is advised to consult the Markem-Imaje Virtual assistant. The Markem-Imaje Virtual Assitant is accessible by:

- Scanning the support QR code on the printers (dynamic or static QR code)
- Through the Markem-Imaje Website
- Direct link supplied by the Remote Service technician

In the case that the Markem-Imaje Virtual Assitant does not provide the customer a satisfactory answer, the request can be escalated to the Markem-Imaje Remote Service team. The request can be escalated via:

- Markem-Imaje Virtual Assitant Chat
- Markem-Imaje Virtual Assitant e-mail
- Phone call (less priority vs. Markem-Imaje Virtual Assitant escalation)

# Appendix 1: Fair Use Policy

Fair Use Policy for users of Markem-Imaje equipment.

As a user of Markem-Imaje equipment the customer is required to adhere to the following guidelines to promote the safety, efficiency, and responsible use of the equipment.

## Authorized Use

Markem-Imaje Equipment should only be operated by trained and authorized personnel who have basic instructional training.

Customer should use the Markem-Imaje equipment for its intended purpose as specified in the operating manuals and instruction guides.

## Safety Precautions

Customer should follow all Markem-Imaje safety guidelines, wear appropriate personal protective equipment (PPE), and report any safety hazards or concerns to the MarkemImaje Remote Service team immediately.

## Maintenance and Inspections

Perform routine inspections and regular maintenance checks on the machines as per Markem-Imaje recommendations.

Report any maintenance issues, abnormalities, or malfunctions promptly to the MarkemImaje Remote Service team to prevent incidents or breakdowns.

## Operational Guidelines

Customer will review operational controls and procedures for the Markem-Imaje equipment before use, through available user manuals and the Markem-Imaje Virtual Assistant.

## Environmental Responsibility

Operate Markem-Imaje equipment in an environmentally responsible manner, following the equipment and consumable waste management guidelines.

## Prohibited Activities

Customer should not use Markem-Imaje equipment for unauthorized purposes or activities that pose a risk to safety or equipment integrity.

Do not modify, alter, or misuse Markem-Imaje equipment beyond its designated capabilities. Customer should comply to the limits of use as stated in the Material Safety Data Sheets, Ink Running Specification Sheets and Printer Specification Sheets

## Compliance with Regulations

Customer should adhere to all relevant regulations, standards, and legal requirements governing the use of Markem-Imaje equipment.

## Reporting and Accountability

Customer should take responsibility for all actions while operating Markem-Imaje equipment and report any functional anomalies to the Markem-Imaje Remote Service team.

## Continuous Improvement

The user is advised to participate in **training programs** to enhance skills and knowledge related to the Markem-Imaje Equipment operation and safety.

By adhering to this **Fair Use Policy**, Markem-Imaje Equipment users contribute to a safe and productive work environment whilst optimizing equipment uptime.

## Rules of Engagement

Request for service of any kind must be initiated through Markem-Imaje's remote support tools. If Customer refuses troubleshooting and diagnosis attempts through the use of Markem-Imaje Remote Support Representatives team, travel and labour may be billable.

## Appendix 2: Scope of Execution

During the Term, Markem-Imaje shall supply the level of maintenance and support as set forth on the quote in accordance with the current Markem-Imaje Hardware Maintenance and Support Contract Policy as described in this document.

1. Date and schedule of the visits Both parties agree on a forecasted schedule of maintenance visits which will take into account the possible dates the equipment will be made available, and the frequency of the visits planned in the contract. The interventions plus travel time shall not exceed 8 hours per day and must be performed during normal working hours defined as between 8 a.m. and 5 p.m., Monday through Friday, excluding weekends and bank holidays.

Schedule will be confirmed by Markem-Imaje a minimum of 48 hours prior to the planned visit. Customer shall inform Markem-Imaje with at least 48 hours notice of its intention to cancel or delay a visit, or Markem-Imaje reserves the right to charge for additional cost that may be incurred.

2. Preventive Service "Preventive Maintenance" shall include maintenance performed as specified by Markem-Imaje. Equipment inspection and replacement of wear and tear parts will be carried out according to a maintenance check-list which may be updated from time to time by Markem-Imaje.
3. Proactive Service: "Proactive Maintenance" shall include the replacement of certain main parts of the equipment as specified from time to time by Markem-Imaje. Proactive maintenance of the equipment will be carried out according to the Useful Life (MTBF) of the parts covered by the Proactive Maintenance program as defined from time to time by Markem-Imaje.
4. Corrective: "Corrective Maintenance" shall include the provision of spare parts, labor and travel costs, to support certain breakdown repairs to the equipment needed in the normal course of its operation, as specified from time to time by Markem-Imaje, and subject to the Fair Use and Exceptions ("Appendix 1: Fair Use Policy" and "Appendix 3: Exception Policy"). Each corrective intervention shall be based on an analysis with the Markem-Imaje Technical Service technician. In some cases, dependent on the printer technology, Markem-Imaje reserves the right to deliver corrective interventions using an exchange service (AES service) through the local Markem-Imaje repair center.
5. Spare Parts The supply of proactive and preventive spare parts under the Advanced and Ultimate Contract as defined on the respective check list for the Equipment, and the supply of spare parts which are recognized as defective by Markem-Imaje during the Corrective Maintenance visits under the Ultimate Contract only, will be at the expense of Markem-Imaje, except in those events set forth in the Fair Use and Exception policies.  
The spare parts which have been identified as defective shall remain the property of Markem-Imaje for purposes of technical analysis and evaluation.



6. Ongoing consultation: Markem-Imaje will, if necessary, provide any advice which will permit the operators and maintenance personnel to optimize the use and/or performance of the equipment. These suggestions will be provided during the scheduled visits under this contract. This advice does not replace a complete training session. Additional training sessions may be quoted through a Markem-Imaje representative.
7. Visit Report: Markem-Imaje will provide Customer with a visit report and checklist with the details of all preventive, proactive, corrective maintenance activities performed. This report is required to be signed by the Customer and is considered as confirmation of the service rendered.
8. Emergency Service Markem-Imaje grants Standard, Advanced and Ultimate service contract holders a priority for emergency interventions, in accordance with its available resources.
9. Expert visits: This service is provided only to Customers who purchased this option as part of the Markem-Imaje Hardware Maintenance and Support Contract.  
The representatives of Markem-Imaje and the Customer shall schedule regular meetings with the intent to discuss maintenance and/or operational problems which have been identified during the coverage term.

The issues discussed during this maintenance and operations review may include:

- Review of technical problems
- Review of operational and maintenance performance of the Customer's technical team
- Technical cooperation improvement

## Appendix 3: Exception Policy

Markem-Imaje shall not be liable under this Contract for services or repairs when the defect or failure is covered by any of the exclusions defined in the Policy.

The services by Markem-Imaje under this Contract do not include:

- Travel and labor charges incurred if the equipment is not available and in functioning condition at the time of Markem-Imaje arrival on site for delivery of preventive and proactive services.
- First level maintenance operations that are under the Customer responsibility as per Markem-Imaje instructions guide.
- Delivery or exchange of consumables and spare parts expect if included in the contract
- Complete training sessions as proposed by Markem-Imaje training department.
- Cosmetic operations such as cleaning, painting and coachwork.
- Modifications specified by the Customer.
- Removal, moving or restoration to working order of the equipment.
- Inspection and maintenance of the environment surrounding the installation.

Markem-Imaje shall not be liable under this Contract for service or repairs when the defect or failure is covered by any of the following events:

- Repair of breakdowns or damage caused by fire, water, lightning, natural disasters, strikes, riots, civil uprising or the actions of civilian or military public authorities.
- Repair of breakdowns or damage or adjustment resulting from misuse, accident, carelessness, abuse, faulty maintenance by the Customer, attempted repair or alteration of the equipment or the Software by the Customer or any unauthorized party.
- Repair of breakdowns or damage caused by the use of consumables, spare parts and accessories not supplied by Markem-Imaje.
- Adjustments made necessary or damage caused by improper installation or use of the equipment or exposure of the equipment to conditions outside of Markem-Imaje's recommended environment, power and operating specifications.
- Repair of damage resulting from electricity power supply failure.
- In all cases cited above, the services or other modifications, as long as they are reasonably possible, may be made by Markem-Imaje, and Customer shall be liable for such services and modifications at Markem-Imaje's then current rates plus expenses

Markem-Imaje will not respect contractual entitlements when:

- Obligations listed down in the fair use policy ("Appendix 1: Fair Use Policy") are not respected
- Customers do not allow the Remote Service Agent to perform root cause diagnoses under Warranty and the Ultimate contract
- Recommended equipment and application improvement actions are not implemented
- Noncertified parties perform services on equipment
- Noncertified consumables are used to run the Markem-Imaje Equipment
- The application changes from the initial application at the contract sales date