

Technical
Support

Servicing
and
Repairs

Operator
and
Engineer
Training

Parts
and
Spares

Consumables

Coding
Equipment
Rental

AfterCare and Services Guide

For PrintSafe Customers


CODING SYSTEMS

KOENIG & BAUER

Exclusive UK & Ireland Distributor
Koenig & Bauer Coding GmbH

PrintSafe - Koenig & Bauer Coding UK Distributor



The whole experience from initial enquiry through to installation, training and after-sales care was excellent. The team were friendly and helpful. Nothing was too much trouble. All our needs were discussed and met. Customer service were very responsive."

PrintSafe is the UK and Ireland distributor for German machinery manufacturer, Koenig & Bauer Coding GmbH. We support manufacturers and packing companies with robust coding and marking equipment and excellent technical support.

Coding equipment projects range from standalone printer installations to complex multi-machine integrations with packaging and production equipment. We are also known for our off-line coding expertise, supplying the udaFORMAXX sleeve and carton feeding system for semi-automatic coding or labelling.

We supply:

- Continuous inkjet printers
- Thermal inkjet printers
- Hot foil coders
- Thermal transfer printers
- Sleeve and carton feeders
- Rental equipment

Installation and AfterCare services include:

- Technical Support
- Servicing and Repairs
- Coding Consultancy
- Operator and Engineer Training
- Parts and Spares
- Consumables
- Coding Equipment Rental



Technical Support, Servicing and Repairs



We always receive outstanding after-sales support from PrintSafe, whether it's over the telephone or on-site visits. This plays an important part within our decision making when buying new equipment. Knowledge of their products, reliability and our ongoing working relationship has kept us working with PrintSafe for many years."

Whether you have a technical query or need a site visit, you can rely on responsive and expert support from our team of trained engineers.

Machinery Installation and Commissioning

Your new coding equipment will be installed by one of our trained installation engineers. We will provide comprehensive training to your operators to make sure everything is in place to get you up and running straight away.

Scheduled Maintenance

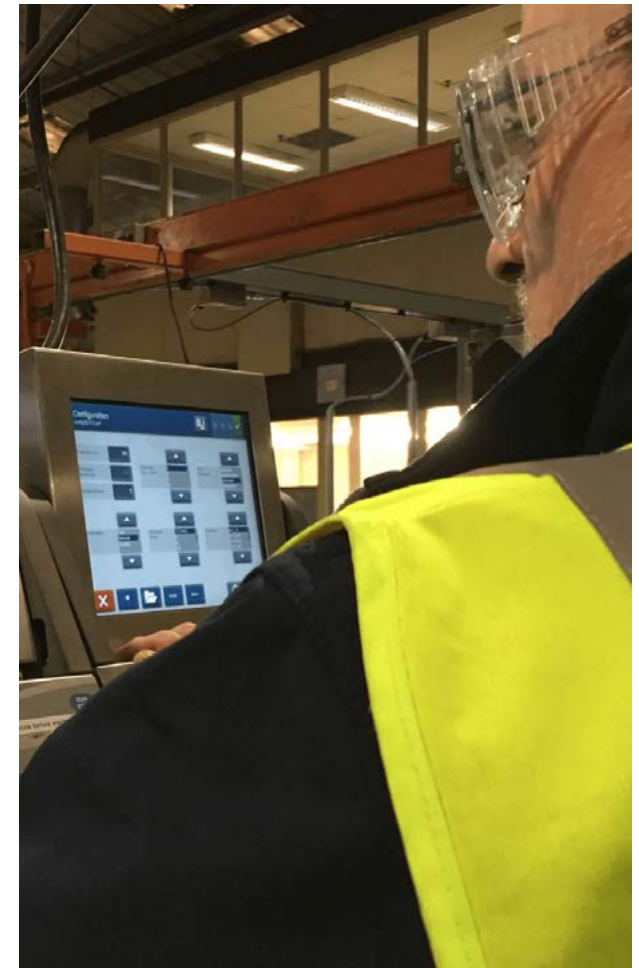
Regular servicing is important to keep your machinery in good running condition. For extra peace of mind, we offer Preventative Maintenance Service Agreements which include regular scheduled service visits as well as a discounted rate on spare and service parts.

Telephone Help Desk

Our free telephone help desk is available during office hours (08:30 – 17:00). If you have a technical query or need some engineering support, you can speak directly with one of our expert engineers. They will be able to help with setup queries, guide you through diagnostics or talk you through basic fault-fixing.

Onsite Engineering Support

If you do need further support, we can send one of our field engineers to your site. As an alternative to a site visit, we also offer a workshop repair service. You can return your machine to us and we will carry out the necessary repairs in our dedicated workshop space.



Operator and Engineer Training



The training provided was in-depth and to a high standard. The training engineer was friendly and knowledgeable and was more than happy to answer any questions throughout the course. I personally really enjoyed the course as it gave me a really good insight into how the units work."

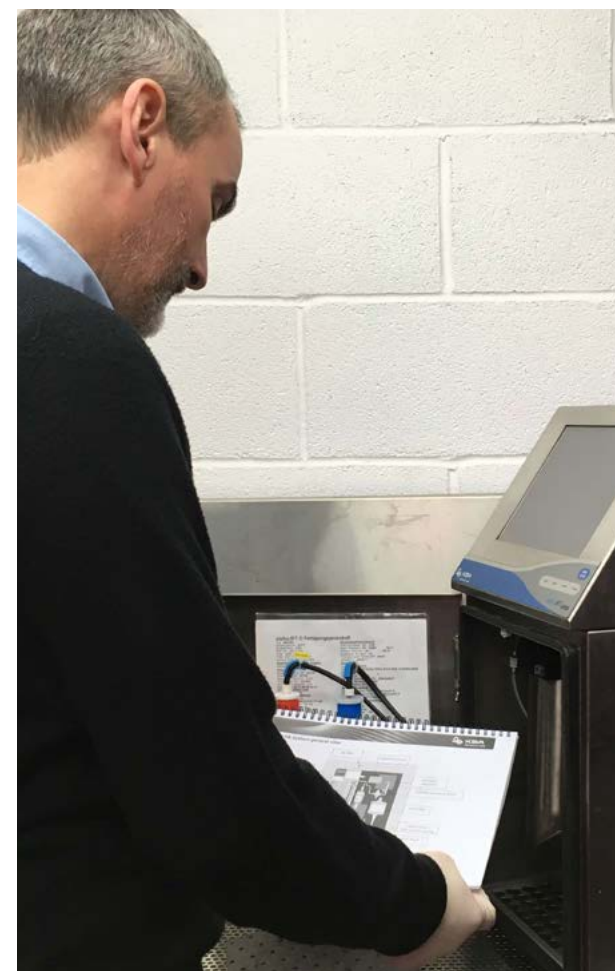
We offer practical 'hands-on' product training to equip your teams with the confidence and knowledge to get the best value from your machinery investment. Choose from one of our scheduled training courses here at PrintSafe, or we can deliver customised training at your site.

Continuous Inkjet Training

| | |
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| Basic Operator Training (1/2 Day) | A practical training course to ensure that your operators understand correct start-up and shut-down routines, how to create and select messages, how to clean the printer and replace/replenish fluids |
| alphaJET Engineer Level 1 (1-Day) | Learn by 'doing' with a step-by-step training course that covers printer operation, ink system operation, electronics overview and printer setup. |
| alphaJET Engineer Level 2 (2 days) | This course builds on the subjects covered in Level 1 to give your engineers a deeper knowledge of all topics as well as installation options and advanced diagnostics. It is ideal if you are looking for a 'train-the-trainer' course. |

udaFORMAXX Carton Feeder Operator Training

| | |
|----------------------------------|---|
| New Operator or Refresher Course | A bespoke course delivered at your site. Ideal for refreshing knowledge or training new operators on how to use the machine according to best-practice. |
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Consumables and Spares



Consumables

We supply the full range of Koenig & Bauer Coding consumables. Most of these are held in stock for next working day delivery (for orders placed before 2pm).

Print Testing

For new customers or new projects, we run a full ink and ribbon testing service to check clarity, adhesion and print quality. For most inks, we can run the tests at our facility at PrintSafe. We can also send samples to our colleagues at Koenig & Bauer Coding for testing special process inks.

Service Parts and Spares

To ensure optimum performance of your Koenig & Bauer Coding equipment, we recommend that you use only genuine parts and spares from PrintSafe. We hold most parts in stock, available for next working day delivery. You can buy parts individually or they are available at a discount as a complete spares kit.

Discounted spares kits are available for all models of alphaJET continuous inkjet printer as well as for the udaFORMAXX carton feeders.



Rental Equipment



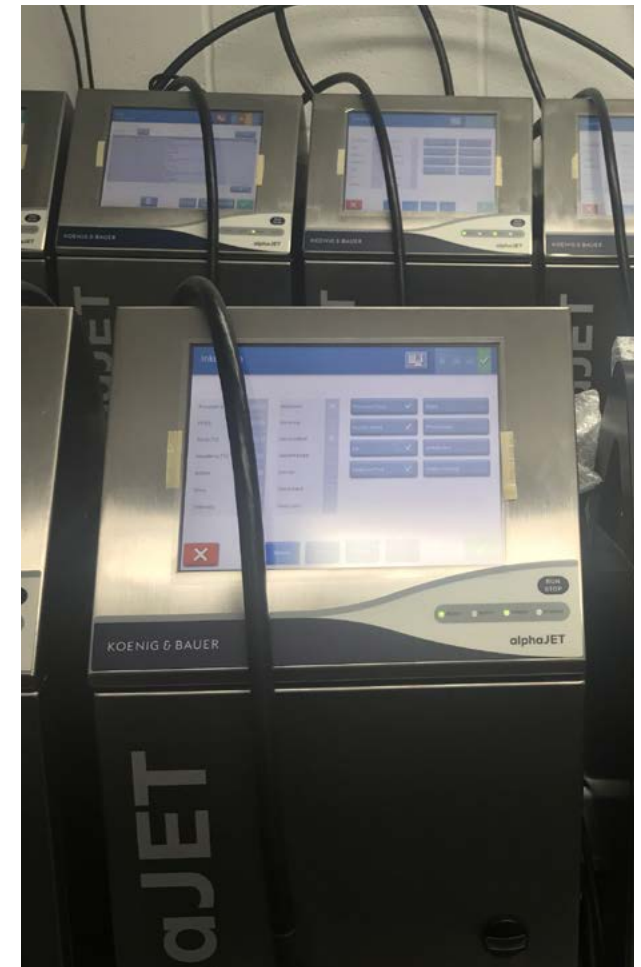
The team at PrintSafe provided a very fast and efficient service when we had been let down by our usual supplier. We hired two printers which arrived promptly and were installed by their technician who also trained our operators on how to use the machines."

With our flexible rental service, you can rent a date code printer or carton feeder for seasonal production, new product trials or to tide you over until your new machinery is installed.

We offer a rebate of up to 8 weeks' rental if you decide to purchase new machinery from us.

Key Benefits

- Short and long-term rental options
- Simple, predictable monthly rate
- Operator training during installation
- Free technical support via help desk
- On-site engineering support as required
- Up to 8 weeks' rental rebate when you purchase new machinery



Contact PrintSafe

For all enquiries, you can contact us on our main number **01962 761761**

General Enquiries

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Consumables and Spares

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Support and Servicing

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Accounts Enquiries

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For more information on machinery and services, visit

www.printsafe.co.uk

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