

KOENIG & BAUER

Services

Koenig & Bauer Coding



we're on it.



# We live „Made in Germany“

For more than 45 years we have been developing and manufacturing high quality coding technology products at our site in Veitshöchheim, Germany. Our focus is on first-class quality, outstanding performance and all this in combination with unbeatable reliability. We're on it.

Reliability without compromises.  
**Services**  
with an outstanding  
price-performance ratio.

"We create trust" –

The mission statement of our company that you can rely on. We also support you after the purchase of a coding system so that you can count on perfect marking and coding and your operational reliability is guaranteed at all times.

Koenig & Bauer Coding has an international service and engineering team. With many years of experience and extensive know-how, we meet your individual requirements to ensure the quality of your production.

We are happy to pass our know-how on to you. Training courses tailored specifically to meet your needs makes the handling of your coding system easier and consequently you gain

**> 20%**  
**productivity**

You safeguard your production with our inexpensive service contracts individually tailored to suit your needs. Regular, preventive maintenance carried out by our specialists achieves

**availability**  
**> 99%**

We support clearly calculable follow-up costs. Due to the lowest consumption of operating resources on the market, you obtain a

**savings potential**  
**> 27%**

**The availability of your equipment is important to you?**

Focus on your core business because the service contracts are individually tailored to suit your needs. We take care of the maintenance of your coding equipment, precisely and predictably for you. Your printer runs smoothly and reliably – absolute availability.

**You want to act as quickly as possible in the event of an emergency?**

Our specialists are happy to pass their know-how on to you. We teach you in various training courses how to act as quickly as possible in the event of an emergency or carry out maintenance independently. Intensive training gives you the skills to respond quickly and to avoid unplanned downtimes.

# In a nutshell.

**You expect predictable costs?**

We send you an offer for a framework agreement for your operating resources, spare parts or services. You therefore receive a fixed price for your calculation and always have everything available at the right time.

**You need a customised solution?**

We offer everything you need from a single source. Our competent engineers have comprehensive, long-term expertise – including in specialised designs. Your individual needs are our focus, from the development to the integration in your systems.

**You have global requirements?**

We offer you a competent service and engineering team worldwide. Our international organisation receives outstanding ratings in our customer surveys for its handling of globally networked applications.

**Rent or buy?**

We offer sophisticated financing solutions as an alternative to buying. Cost-effective rental concepts with or without services or pay-per-code models, including operating resources, are kind to your budget.

# Reliable programmes for top performance

## Service agreements

You focus on your core business and we ensure the availability of your coding equipment. Through our choice of service contracts we automatically remind you of upcoming maintenance that is essential in order to preserve perfectly printed images. At the same time, we achieve your coding system's maximum service life. In short: You prevent printer failures, avoid repairs and save money.

Service incl.	"MAINTAIN"	"PREMIUM" (only new equipment)	"CUSTOMISED"
Travel to / from the premises	✓	✓	+
Preventive maintenance incl. filters	✓	✓	+
Repairs incl. spare parts		✓	+
Current software update	✓	✓	+
Automatic maintenance reminder	✓	✓	+
Visual Customer Support		✓	+

Description	Basic package	Complete package	Select individual modules
-------------	---------------	------------------	---------------------------

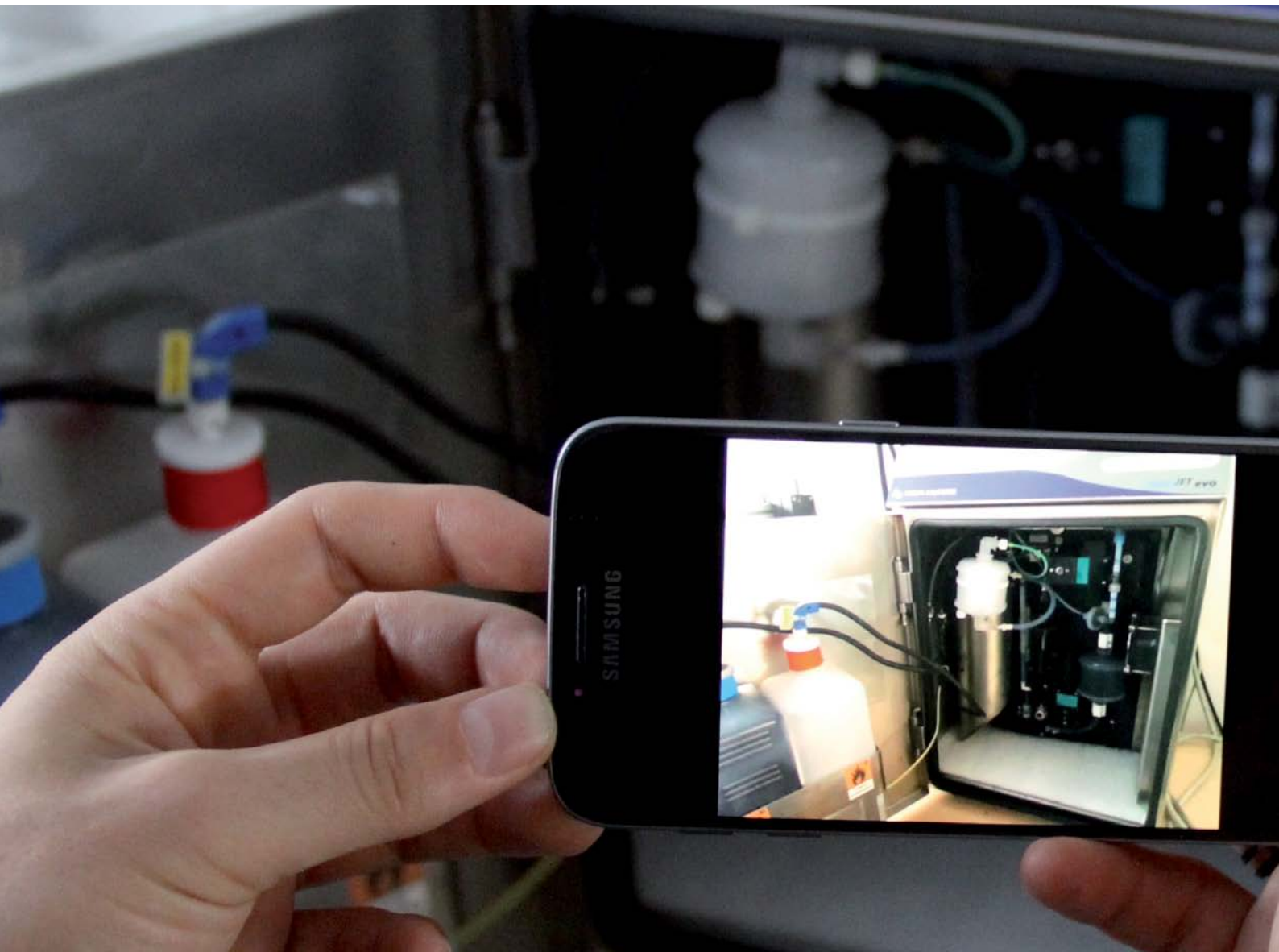


## Training

A rapid response is needed in the event of an emergency, especially while production is still ongoing. We are aware of this and are happy to share our knowledge with you. We teach you in our training courses how to be able to carry out maintenance independently or intervene at short notice in the event of problems. This minimises operator errors and thereby maximises the service life of your coding system.

In short: Invest in a training course and save on service costs.

Training content	"USER"	"OPERATE"	"CUSTOMISED"
Design, function and operation	✓	✓	+
Commissioning and maintenance (basic)	✓	✓	+
Commissioning and maintenance (expert)		✓	+
Pigmented and special inks		✓	+
Individual focal points			+
Description	Operation	Maintenance and repairs	Select individual modules



# Perfect performance guaranteed

Guaranteed services and tried and tested  
measures make your coding a matter of  
course and help to avoid downtimes





### Visual customer support via an app – competent support from experts

Visual Customer Support gives users and the hotline help desk a modern tool to greatly simplify communication: the user sends our technical expert images of what they can see by smartphone or tablet. Moving images are shown in order to demonstrate processes and sequences and therefore gain a quick and comprehensive overview of the situation on the coding system. This simplifies communication, saves on detailed descriptions and reduces the risk of misunderstanding compared to simply talking over the telephone.

Markings can also be applied to live still images to help carry out the correct functional checks or settings or take a close-up shot again of the current situation. This makes it possible to isolate malfunctions or convey operating and setting aids visually.

Security is guaranteed at all times because the images are only transferred and shared if you have enabled this beforehand.

To start a session, the user/operator of the coding system receives an SMS or E-mail from the hotline help desk with a link.

If the Visual Customer Support app is not yet installed on your device, you are redirected to the App Store or Play Store for the installation. The app is available there to download free of charge.

If the app is installed, the connection is made automatically.



#### Prerequisites for the use of the Visual Customer Support app:

- Android or IOS device
- Pre-installation of the Visual Customer Support app
- Wired headset if necessary

#### Advantages for you:

- **Costs savings by avoiding service calls**
- **Time savings as a result of rapid immediate help**
- **Reduced downtime:  
Technicians and spare parts are at the ready in the event of a service call**
- **Unique identification of parts**
- **Included free of charge in the premium service contract**



# 5 good reasons to choose Koenig & Bauer Coding Services

01

Preventive maintenance carried out by our specialists increases your operational security.

02

We are happy to pass our know-how on to you so that you gain the possible benefit from your coding system.

03

You receive rapid immediate help from experienced employees and state-of-the-art communication tools.

04

We offer you various financing models that are specifically tailored to suit your needs.

05

A competent global service and engineering team supports you at all times.

# Services at a glance

## Services

---

- Service contracts
- Training courses
- Framework contracts
- Warranty extension
- Financing
- Visual Customer Support
- PLC technicians
- VDE measurement
- FAT/SAT/CAT
- Laser protection officer/classification

Are you interested in our services?  
We look forward to receiving your enquiry because we are only satisfied when you are satisfied.

[crm-coding@koenig-bauer.com](mailto:crm-coding@koenig-bauer.com)

