

Presstek Service & Support

Expert Service. Trusted Partner. Peace of Mind.



Expert Service

In today's fast-paced, highly competitive marketplace, having a reliable partner that provides timely, expert service and support is vital to optimizing your operation's efficiency and effectiveness. Expert service and support from Presstek is the ideal companion to maximize the value of your digital offset investments.

Trusted Partner

The Presstek National Service Organization is your trusted partner with a national footprint that is designed to provide rapid response and maximum uptime. As the original source for digital offset printing solutions, Presstek understands the need for speed when responding to your service requests. Our highly experienced field engineering team, our second-level technical support team, and our customer care group, are dedicated to delivering service, parts, remote support and supplies—what you need, whenever you need it to ensure optimum performance and a high-level of satisfaction.

Peace of Mind

Our nationwide team of service professionals are networked to provide the fastest and most effective response to your service needs. Using Presstek Guardian Support remote care and our TekServ system, Presstek minimizes downtime and delivers the right level of support—on site, online or on the phone—to meet your specific needs for Presstek and third-party products.

Engaging Presstek Service & Support for DI®, CTP and Selected Third-Party Products—Fast, Easy

- 1** Contact us. A Customer Care representative enters your request/information into our TekServ system.
- 2** Warranty/contract customers are contacted by a technical support engineer who will diagnose the issue. In many cases, you are up and running without an on-site visit utilizing Presstek Guardian Support.
- 3** If an on-site visit is required, or you are not a warranty/contract customer, a field service engineer is dispatched equipped with the latest information from the TekServ system and any parts that have been ordered based on the diagnosis.

Call Us!

**United States 1-800-422-3616
Canada: 1-800-387-3143**

 **PRESSTEK**
A SMARTER WAY TO PRINT

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Presstek is a leading supplier of digital offset printing solutions to the printing industry. Our products and services enable printers to cost effectively meet demand for high quality, short run color printing with a fast turnaround time while providing improved profit margins.

Nationwide Support. Local Response.

- A Customer Care group dedicated to providing the support you need 24/7
- Over 150 factory-trained and certified field engineers
- Custom training programs to help ensure that your operators and equipment are operating as efficiently as possible
- A large team of technical support specialists that have access to an extensive knowledge base and remote support capabilities.
- Flexible maintenance schedules
- A Professional Services group that provides specialized services including press/proofer calibration and G7 qualification

Presstek Guardian Support maximizes up-time:

- Remote access to your equipment allows fast and accurate diagnoses
- Nearly half of all service requests are resolved without the need for on-site service
- Detailed production logs and error code downloads facilitate accurate parts dispatch and high first-time fix rates

Flexible service plans are available for Presstek, ABDick and other leading brands:

- DI® presses
- Metal CTP systems
- Polyester CTP systems
- Conventional offset presses
- Post-press equipment

Our suite of service offerings allows us to develop a plan that will keep your equipment up and running within a planned annual budget.

Peace of Mind.

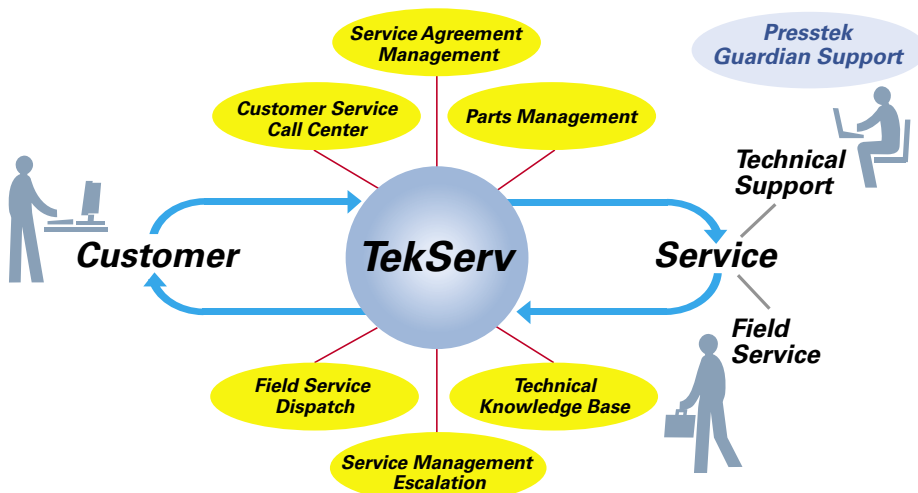
Thousands of satisfied Presstek customers rely on us to provide service across a broad array of digital and traditional equipment.

Contact Presstek to learn how we can bring you peace of mind and help keep your business running efficiently.

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Printed on a Presstek DI digital offset press on Chorus Art 100lb. Silk Cover. Chorus Art stock contains 50 percent recycled fiber, including 25 percent post-consumer waste, and is Forest Stewardship Council certified.

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