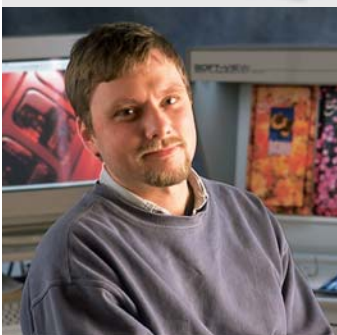


Presstek Service & Support

Expert Service. Trusted Partner.



Your investment in digital offset printing solutions brings a potent tool to your business. Having a reliable partner to provide timely, expert support will maximize its effectiveness.

We are here for you

Presstek, the original source for digital offset printing offers a National Service Organization poised to deliver expert service on every model of Presstek's DI enabled presses and CTP systems. Presstek has an experienced field engineering team, a second level tech support team, and a customer care group dedicated to delivering the service, parts, remote support and supplies you need, whenever you need them, and a networked organization designed to provide rapid response.

Comprehensive support that fits your business

From installation and training to maintenance and repair, Presstek offers all the support needed to keep your digital offset workflow at optimum performance. We offer basic and customized service agreements, bundled consumables/service, customized billing structures, and time-and-materials support. Please call 1-800-422-3616 for more information.

Fast, effective service

Our nationwide team of Customer Care representatives, technical support engineers, and field service engineers 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 telephone assistance—for your specific need.

DI® & CTP Service is easy.
USA customers call 1-800-422-3616,
in Canada call 1-800-387-3143

- 1** A Customer Care representative enters your request/information into our TekServ system.
- 2** If you are a warranty or contract customer, you will be contacted by a technical support engineer who will diagnosis the issue and in many cases get you up and running, utilizing Presstek Guardian Support.
- 3** If the issue requires an on site visit, or you are not a warranty or contract customer, a field service engineer will be dispatched; prepared with the information from the TekServ system and any parts that have been ordered according to your needs.

Presstek Service & Support

As a recognized supplier of innovative technology and products for the print industry, Presstek is also your trusted partner for prepress, press and post-press service. Rely on Presstek to maximize the uptime of all your equipment.

Nationwide Support. Local Response.

- A Customer Care group dedicated to delivering the service, support, parts and supplies you need, whenever and wherever you need them
- Over 200 factory-trained and certified field engineers with some of the highest experience levels in the industry
- Training programs to ensure that your operators are getting top quality and maximum productivity from your equipment
- Access to a large team of technical specialists with an extensive troubleshooting knowledge base and remote support capabilities.
- Maintenance schedules that allow you to avoid unscheduled down time and maximize output while protecting the integrity of your investment

Presstek Guardian Support maximizes up time:

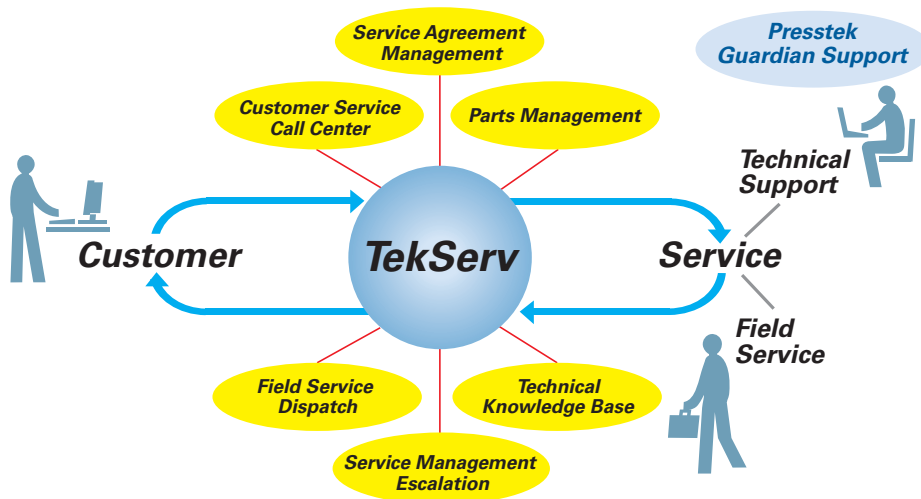
- Remote access to your equipment allows fast and accurate diagnoses
- Nearly half of all service requests are resolved without the need for on site service
- Detailed production logs and error code downloads facilitate accurate parts dispatch and high first time fix rates

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

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

Peace of Mind

Thousands of satisfied Presstek customers rely on us to provide maximum uptime across a broad array of digital and traditional equipment. To learn how Presstek service and support can bring you peace of mind and keep your business running efficiently, call 1-800-422-3616, e-mail service@presstek.com, or visit www.presstek.com.



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Printed with a Presstek DI 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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A SMARTER WAY TO PRINT