

**GERBER SERVICE**

## Types of Services

Gerber Service offers a wide range of support through multiple channels. Whether you require a service technician or simply information on your system, this can be arranged through our extensive network of online help and in-house personnel.

Customer Solutions Centers

Field Service Engineers

Technical Support

Software Support

Online Service Library

Online Commerce Site

Training

Service Notes

## Why Gerber Service?

Gerber Service maximizes your investment by guaranteeing that your Gerber systems are running at peak performance levels. We accomplish this through a global network of highly skilled technical support staff and by providing the most comprehensive service offerings, highest quality consumables and aftermarket products. Together we can optimize system and operator performance for greater productivity and quality.

### Global Support

- Gerber Service provides support through a network of over 500 highly trained and knowledgeable service personnel.
- Through global Customer Solutions Centers, regional offices, agents and distributors, Gerber ensures that no matter where you are located there is always someone there to help.

## GERBERconnect™

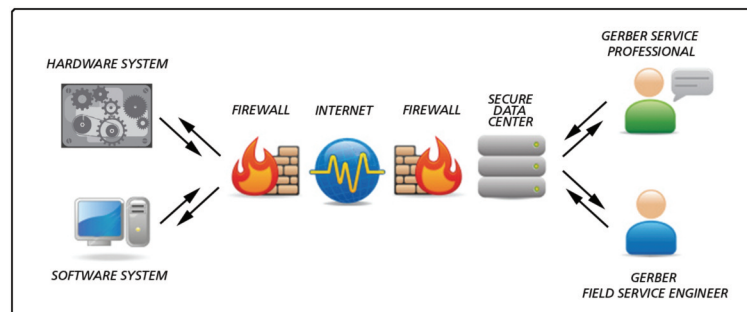
As the next generation service model, GERBERconnect adds to our long standing reputation as the industry leading service provider – allowing for maximum uptime and productivity, improved system visibility, enhanced preventative maintenance and a faster system recovery.

### How Does GERBERconnect Work?

GERBERconnect is a remote device management system, enabling authorized Gerber Service Professionals to securely access your Gerber system for the purpose of:

- Proactive fault detection
- Enhanced (remote) troubleshooting
- Uploading available software enhancements
- Providing assistance on device operation

### GERBERconnect Information Flow



# What level is right for you?

Choosing a service agreement that fits your company's needs is a critical step in ensuring you get the most from your system. You decide which agreement is right for your business.

## Software Service Agreements

	Full Service	Technology Advancement	Telephone Support	Gerber Software Subscription
Discounted Labor	✓*	✓	✓	✓
GERBERnet Access	✓	✓	✓	✓
GERBERconnect	✓	✓	✓	✗
Field Service Response Time	24 - 48 Hours			
Software Updates	✓	✓	✓	✓
Hardware Replacement	✗	✓	✗	✗
Technical Support	✓	✓	✓	✗
Web-based Remote Troubleshooting	✓	✓	✓	✗
Online Problem Report Utility	✓	✓	✓	✗
Online Automated Enhancement Request	✓	✓	✓	✗

\*Includes all on-site labor during GerberService normal working hours (8 am - 8 pm EST, Monday through Friday)

## Hardware Service Agreements

	Gerber Full Service Agreement	Gerber Support Agreement	Gerber Telephone Support Agreement
Discounted Labor	✓*	✓	✓
GERBERnet Access	✓	✓	✓
GERBERconnect	✓	✓	✓
Field Service Response Time (Hrs)	24 - 48	48	48-72
Telephone Support	✓	✓	✓
Hardware Support	✓	✓	✓
Software Support	✓	✓	✓
Parts Coverage	✓	✓	✗
Preventative Maintenance	2 Per Year	✗	✗

\*Includes all on-site labor during GerberService normal working hours (8 am - 8 pm EST, Monday through Friday)

## Genuine Gerber Parts

Experience the highest levels of quality and performance from our aftermarket parts and consumables. Genuine Gerber Parts are designed specifically for Gerber equipment and supported by Gerber Service. All Genuine Gerber Parts are manufactured to exact specifications, guaranteeing less downtime, higher cut yields, easy replacement and maximum efficiency.



## GERBERnet™

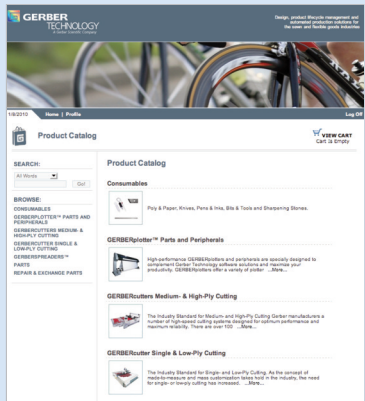
Gerber Service makes it easy for you to get the information you need, fast. GERBERnet is the industry's most comprehensive online technical / e-commerce site.

### Order Parts Online

Our parts online site is dedicated solely to our consumable and after-market parts. Search, order, track and view purchase history online, 24x7.

### Technical Library

Browse technical documents; including user manuals, service bulletins, product documentation and networking configuration.



For more information regarding our service capabilities visit:  
[gerbertechnology.com](http://gerbertechnology.com)  
"Customer Support"



#### **Americas**

Canada: Montreal, Waterloo  
Mexico: Mexico City, Torreon  
USA: Los Angeles, California; New York City, New York;  
Richardson, Texas; Tolland, Connecticut

#### **Asia Pacific**

Australia: Adelaide, Melbourne, Perth, Sydney  
China: Beijing, Guangzhou, Shanghai  
Hong Kong  
India: Bangalore  
Singapore  
Vietnam: Ho Chi Minh City, Hanoi

#### **Europe**

Austria: Vienna  
Belgium: Brussels  
Czech Republic: Prague  
Denmark: Ikast  
France: Paris  
Germany: Achern, Munich  
Italy: Milan  
Morocco: Casablanca, Tangier  
Netherlands: Veenendaal  
Portugal: Porto  
Slovakia: Bratislava  
Spain: Barcelona  
Sweden: Laholm  
Switzerland: Zurich  
UK: Bristol, Manchester



[gerbertechnology.com](http://gerbertechnology.com)

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