

*Original Heidelberg Service Parts
24-Month Warranty*
Program Details*

HEIDELBERG



*"If I install a part, it's good for
two years, no questions asked."*

Jochen Gutensohn, Heidelberg Systemservice

*A 24-month warranty on mechanical parts. And a 12-month warranty on electrical parts.

Part of our renewed commitment to service after the sale.

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Subject to technical modifications and other changes.

Our new commitment to your peak performance. As part of our renewed commitment to service after the sale, we've revamped our service and parts pricing to better fit the needs of our wide range of customers. Accessible service, genuine parts at a fair price and the world-class treatment you've come to expect from Heidelberg Systemservice.

Extended Warranty Program • As of September 11, 2009, we will warranty any Original Heidelberg Service Part (Mechanical for a period of two years - Electrical for one year) provided the part is installed by a Heidelberg Systemservice technician. Should the new part fail within the extended warranty period, we will replace it at no charge, provided it is also installed by a Heidelberg Systemservice technician.

Parts Included • All prepress, press, postpress and packaging parts.

Parts Excluded • Wear-and-tear parts and parts described below are not covered by this extended warranty.*

- * (i) Parts needing repair or replacement due to events or circumstances outside of normal use and operation of the equipment. Examples include, but are not limited to: power surges, short circuits, loss of power, lightning, fire or water damage, theft, and other causes that are outside of normal use and operation of the equipment or that would normally be covered by casualty insurance on the equipment.
- (ii) Parts needing repair or replacement in connection with or due to improper or unprofessional operation of the equipment or use of non-approved consumables and wear parts.
- (iii) Domestic accessories and non-Heidelberg accessories.
- (iv) Parts associated with technical improvements offered by Heidelberg including but not limited to optional retrofits, functional upgrades and extensions.

Conditions of Coverage

- The original part must have been installed and invoiced by Heidelberg
- Does not cover parts that were replaced under warranty, service contract or any other 'free' service
- Replacement parts must also be replaced by a Heidelberg Systemservice technician
- Customer is responsible for labor, travel and expenses to replace the part

Nothing is as good as the original • Original Heidelberg Service Parts were manufactured under the same specifications and processes as your Heidelberg equipment. Only original parts will ensure stable operations and optimal results in the long run.

Logistics • With more than 130,000 different parts in stock, we call the largest logistics center within the Print Media Industry our own. For fast and effective delivery within 24 hours, nearly everywhere in the world.

Hotline/technical clarification • The Heidelberg Systemservice team is there to help you establish a diagnosis and identify the right service parts.

One-stop shopping • Whether you need prepress, press or postpress parts, for older models or for newer ones, your point of contact will always be the same.

More value for money • Always compare before buying: You will find that Original Heidelberg Service Parts offer the best price/performance ratio.

To place an order:

Call: 800-437-7388 prompt 1

E-Mail: parts@heidelberg.com

Visit: www.us.heidelberg.com