


We've got your back.  
**HEIDELBERG Service Solutions.**

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A man and a woman are walking through a large industrial facility, likely a print production plant. The man, on the left, is wearing a grey suit and a white shirt, and is holding a tablet. The woman, on the right, is wearing a green blazer over a black top and blue jeans, and is holding a black folder. They are both smiling and looking at the tablet. The background shows complex industrial machinery and structures.

# Your trusted partner for seamless print production.



Did you know with **HEIDELBERG Customer Portal**, you can access real-time data, service history, and support, streamlining your workflow and helping you stay ahead of potential issues. **Get started today:**

➔ [heidelberg.com/customer-portal](https://heidelberg.com/customer-portal)



# Comprehensive, flexible solutions to match your equipment and your budget.

Maximize productivity, improve production quality, and ensure consistent uptime with HEIDELBERG® service. Our comprehensive support keeps your operations running efficiently and on schedule, and when challenges arise, we've got your back.

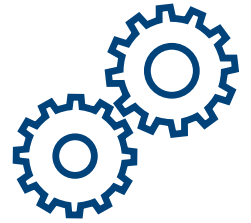
To stay ahead of potential production issues, HEIDELBERG Service recommends keeping an eye out for these signs, which may indicate that your equipment needs attention:

- **Inconsistent machine performance leading to lower net output**
- **Unplanned downtimes**
- **Unstable print quality and/or color variation**
- **Registration Issues**
- **Decreased production speed**
- **Increased waste sheets**

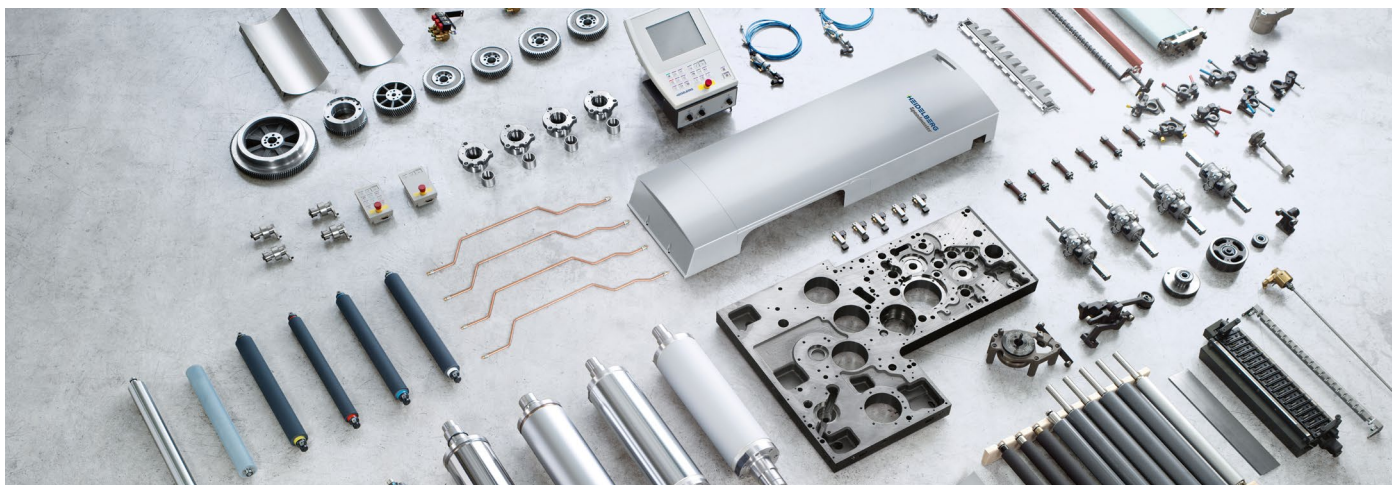
If you are experiencing any of these issues or think your equipment is not performing to its maximum potential, HEIDELBERG service offers a complete suite of products and services, perfectly matching your machine and your budget.

➔ **Contact us at [info@heidelberg.com](mailto:info@heidelberg.com)  
or call +1 (800) 437-7388 Prompt 5**

# Lower downtime. Repair Service and Parts.



**Minimize interruptions to your production with expert service & quality parts. If problems arise, trust the same HEIDELBERG experts who helped you with your initial equipment investment to get you back on track.**



## Available offerings.

### Repair Services

Minimize production interruptions and get back on track with help from our team of experts. We begin by analyzing your press via Remote Service, addressing operational and technical questions. If the issue can't be resolved remotely, our engineers will fix it on-site, ensuring long-term optimal performance.

### Service Parts

Get the parts you need, when you need them. With 130,000 different parts in stock, we can fulfill 95% of all service part requests immediately, including hard-to-find parts for press models no longer in mass production.

➔ [heidelberg.com/us/service](https://heidelberg.com/us/service)

### Remote Diagnosis and Expert Support

Resolve issues as quickly as possible with HEIDELBERG's worldwide team of experts via our internet-based services. Our Remote Services allow HEIDELBERG Systemservice® engineers to provide live support, diagnostics, and issue resolution directly over the internet using your press's control software.

### Installations and Relocation

Relocate a piece of equipment (including competitive equipment) to a new location or even a new position in the pressroom with help from HEIDELBERG service. We carefully coordinate each step to ensure milestone moments in the relocation, no matter the distance, and are ready to adapt to any last-minute challenges.

### Retrofits and Upgrades

Boost your HEIDELBERG system's functionality with our hardware and software upgrades, as well as retrofit options. With expert guidance and professional installation, you can add new features, upgrade existing ones, or replace machine modules, enhancing long-term value and flexibility.





# Best fit for your budget.

## Contract Types.

**Service contracts shouldn't be "one size fits all." With HEIDELBERG's wide ranging options, you can choose the plan that best fits your budget. No matter the size of your business, you can count on our team of experts to keep your production running efficiently.**



### Available offerings.

#### Remote Support

Prevent costly production interruptions by addressing issues early. HEIDELBERG's Remote Service offers the quickest and most direct access to our team of experts, helping you diagnose and resolve problems before they escalate.

#### Systemservice 12/24/36\*

Protect your investment and maximize the availability of your machines. HEIDELBERG offers a comprehensive service portfolio that goes far beyond the standard for the print media industry: Repair Service, Parts, and Remote Support— all included with your new HEIDELBERG machine.

#### Full Service\*

Optimize equipment performance to unlock the full potential of your business. Our Full-Service contract includes Maintenance Inspection, Remote Service, Parts Coverage and Repair Service modules to help you reduce operating costs and increase productivity.

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#### Flexible Service\*

Develop a custom service program that aligns with your business objectives and budget. HEIDELBERG's Flexible Service is customized to fit your operation, ensuring you receive the services that best support your business without paying for the ones that don't.

#### Maintenance\*

Boost productivity by optimizing machine settings and regularly replacing worn parts. HEIDELBERG's expert maintenance, paired with our standardized checklists, ensures your machine always operates at its best.

#### Maintenance Manager (Part of Customer Portal)

Maintenance Manager is a comprehensive, digital solution designed to help print shop operators manage and optimize the maintenance of their print equipment. It provides a centralized platform for tracking maintenance schedules, service history, and notifications about upcoming maintenance tasks.

→ [heidelberg.com/maintenance-manager](https://heidelberg.com/maintenance-manager)

\*Maintenance Manager is included with these contract types.

# Increase overall productivity. Training and Consulting.



**Reduce operating costs and increase productivity with our training, consulting services, and by utilizing HEIDELBERG Customer Portal. Choose from individual sessions or bundle them together for a comprehensive approach to running your equipment more efficiently and maximizing output.**



## Available offerings.

### Makeready Workshop

Enhance your press productivity by optimizing your set-up processes. With six key steps, we've helped customers reduce makeready times by 10-50% on average, leading to significant gains in both productivity and long-term profitability.

### Performance Onsite Evaluation

Maximize your overall pressroom productivity potential. Our HEIDELBERG Performance Consulting experts will evaluate, implement, and improve your pressroom's potential, driving increased productivity and reduced operating costs.

### Maintenance Training

Avoid unnecessary downtime and prevent problems before they happen. With certified trainings at our Print Media Performance & Training Center in Kennesaw, GA, your technicians will learn how to properly assess, fix, and avoid press problems, saving you and your business valuable time, money, and resources.

### Free Operator Training

Are you looking to upskill one of your operators or refine their current skillset? Our Free Operator Training in our Print Media Performance & Training Center in Kennesaw, GA, offers hands-on instruction to help enhance their expertise.

### Onsite Operator Training

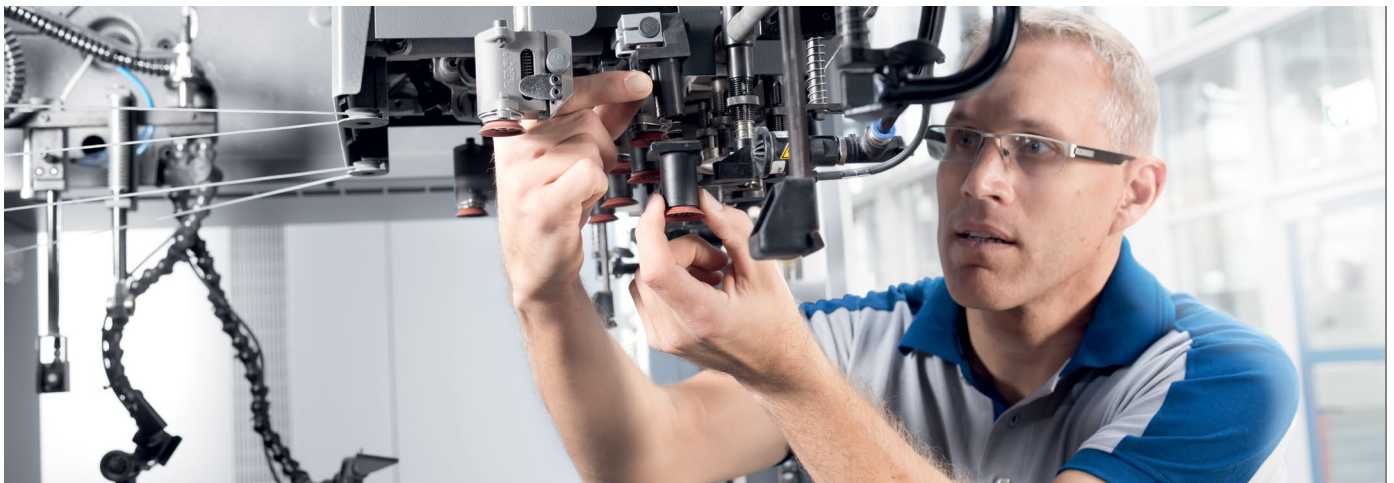
Improve machine performance with expert operator training at your facility. Our experts offer tailored training for operators of all skill levels, equipping them with the knowledge to enhance press productivity.

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# Safeguard your investment. Preventative Maintenance Packages.



Preventative maintenance packages protect your investment by addressing potential issues before they cause costly downtime. By using data to manage maintenance intervals, these solutions ensure long-term success, keeping your assets safe and your business running at its peak.



## Available offerings.

### Machine Check

Keep your machine running smoothly with regular inspections using our standardized checklists. By evaluating system performance and settings, and recommending replacement of worn parts, we offer quick, straightforward solutions to enhance productivity and prevent downtime.

### Preventative Parts Packages

Maintain consistent print production and maximize throughput with our preventative maintenance and parts packages. After a thorough assessment of your system's technical condition, we'll provide tailored recommendations and suggest any necessary preventative measures to improve machine availability and minimize unexpected downtime.

### POLAR Maintenance Kits

Maintaining your POLAR Cutter is now simpler than ever. We created a specially designed kit that includes all the essential wear-and-tear parts to keep your cutter operating at peak efficiency.

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## Contact us for more information

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To learn more about our full range of products and services visit our website at [heidelberg.com/us/service](https://heidelberg.com/us/service), contact your local HEIDELBERG Systemservice Representative, or call our Sales Support Line at **+1 (800) 437-7388 Prompt 5**.

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