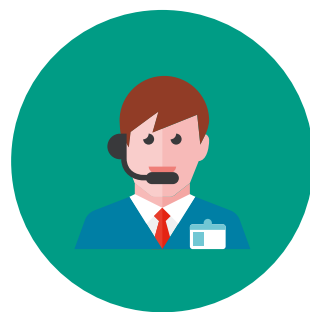


Laser Marking +  
Engraving Solutions

**FOBA**<sup>®</sup>  
*Laser at your service*

## Service Care Packages

*Extensive Service and Support Portfolio for  
Your FOBA Laser Marking and Engraving Equipment*



# We care for you!

## Take advantage of FOBA's certified expert service.

Our service starts long before the purchase of your laser marking or engraving equipment. Apart from uptime and system reliability, it is all about your satisfaction and confidence. This is why we offer certified product and applications consulting, installation and training, and spare parts service. At consultation, service and application locations across the globe. With highly experienced engineers and technicians who speak your language and know your challenges.

Want to simplify ordering parts and fixing your laser marking equipment? With **FOBA's Service Care Packages**, you can rely on certified Field Service Professionals to provide fast on-site service while managing your parts inventory.

You will also enjoy regular preventive maintenance visits, operator training and annual checkups to keep your laser marking system in excellent condition and help prevent problems from occurring.

Additional benefit: With each of our Service Care Packs you enjoy cost control with predictable cost of ownership upon contract signing.

Just let us take care of your equipment! Sign up for one of our Service Care Packs today and experience a full year of proactive maintenance and all the benefits of FOBA service.

+ = included | • = optional

\* In addition to the standard warranty, all service packages can be purchased for up to 6 years and have to be booked latest upon expiry of the standard warranty. Service packages are available for used systems after expiration of the original warranty period upon request.



### Service Care Packages Overview

A comprehensive, certified service and support program, ensuring you up and running laser marking equipment

Features included	Standard Warranty 1year	Basic 1year	Classic 1year	Professional 3years	Comprehensive ECO 4years	Comprehensive 4years
Hotline support	12/6	24/6	24/6	24/6	24/6	24/6
24/7 Self Service-Portal		+	+	+	+	+
Free software updates	+	+	+	+	+	+
Free software upgrades				+	+	+
Remote Service		+	+	+	+	+
Priority status		+	+	+	+	+
Guaranteed remote reaction time		+	+	+	+	+
Webinars and training videos		+	+	+	+	+
Preventive maintenance visits			+	+ remote	+	+
Spare parts			discounted	discounted	+ (exkl. beam source)	+
Application consulting				+ remote	+ remote	+ remote
Remote camera kit				+	+	+
FOBA Academy (trainings)			+ during maintenance	+ remote	+ 2 days	+ 2 days
Tech support (on-site and off-site, incl. travel)					+	+
Extended warranty*					+	+
<b>Optional services</b>						
Guaranteed on-site response time				•	•	•
Consignment parts inventory at customer site		•	•	•	•	•
Customer-specific training courses	•	•	•		•	•
Application set-up / Optimization support	•	•	•		•	•
Calibration service for axes and IMP	•	•	•		•	•
25 point correction of marking field	•	•	•		•	•
System validation (IQ, OQ, PQ) to comply with GAMP	•	•	•		•	•



### Hotline support

Extended availability of our experienced international technical support (English).

- 24/6: Monday to Friday (24 hours) + Saturdays (8 am – 2 pm)
- 12/6: Monday to Friday 6 am – 6 pm (12 hours) + Saturdays (8 am – 2 pm)

### Free software upgrades

We continuously improve and enhance our software. For standard configuration systems we offer a complimentary upgrade of application software (e.g. MarkUS) whenever a new version is available so that you can take advantage of new features.

- Only available for standard machines.
- Upgrade will be provided during the next regular scheduled service visit.
- Upgrade is optional, after consultation of a technician.

### Tech support

Depending on package, all on-site service visits for repairs and annual maintenance at customer sites are covered. Includes off-site phone support and travel.

### Remote service

Next business day extended remote support as alternative to an on-site visit (wherever technically feasible, Internet connection required). Benefit from faster problem identification and solution and get your system up and running within just a few hours.

Free of charge remote service for SAR software/hardware, interfacing/wiring, application/parameter optimization is only available during the warranty period. Please note that for technical reasons this support can typically only be provided for a limited period of time and requires basic training level at customer side.

### Webinars and training videos

Customers will be able to register for optional webinars. Training videos typically cover specific software features (serialization, rotary marking, IMP and vision usage and optimization) as well as animated 3D service instructions.

- Online training sessions via WebEx or Teamviewer

### Preventive maintenance visits

Annual preventive maintenance visit targeted at maximizing performance and uptime and thus include – among other things – ...

- A 360° laser marking system health-check
- A proactive approach to maintenance

### FOBA Academy

This package is tied to “preventive maintenance” and contains additional training for machine operators during preventive maintenance cycles. The Comprehensive packages additionally include 2 days of training at our headquarters.

- The duration of the training (usually 1-2 hours) depends on the purchased product and package contract

### Priority status

Your productivity is important to us. We prioritize your service needs in order to keep your production up and running.

- Faster processing of your cases
- Earlier escalation

### Spare parts

Rest assured we keep your system up and running using only original spare parts free of charge during the duration of the contract.

### Consumable parts

Depends on consumable parts available by model.

### Guaranteed on-site response time

Per separate agreement.

### Consignment parts inventory at customer site

Please speak with your local sales or service representative about availability of this option.

### Operator, service and maintenance training

The training topics and learning objectives will be defined together with you in advance of the course.

### Application consulting

Make use of our broad expertise: application set-up, data integration and communication, system optimization.

### Axis / IMP M-Series calibration service

Our field service experts perform for you an axis calibration (includes calibration certificate and protocol).

### Medical package validation (IQ, OQ, PQ) to comply with GAMP

Please ask your local sales representative for more details of our medical solutions and products.

### 25 point correction

Calibration of the full marking field for high-resolution marks even in the border area

# The partnership advantage: Benefit from having FOBA maintain your equipment!



## Service Care Advantage List

Our Service	Your Benefits			
	Maximize uptime	Optimize mark quality	Reduce operator intervention	Ensure safety and health
Cleaning of housing, marking area and protection window; check of hoses and wiring	+			+
Inspection and test of all safety devices	+		+	+
Inspection and adjustment of mechanical components	+		+	+
Inspection and greasing of linear and rotational axis	+	+	+	
Laser alignment check	+	+	+	
Intelligent Mark Positioning System check (if applicable)	+	+		
Inspection of fan and dust protection, replacement if needed	+		+	+
Inspection of shielding and electrical contacts		+		+
Inspection of power supply and PCB's	+			
Perform optical alignment of laser system		+	+	
Measure laser power	+	+	+	
Cleaning and inspection of laser optics and scanner mirrors	+	+		
Inspection of laser system accessories	+	+		+
Refresh operator training	+	+	+	+



ALLTEC Angewandte Laserlicht Technologie GmbH  
 An der Trave 27-31 | 23923 Selmsdorf | Germany  
 T +49 38823 55-0 | T (US) +1 630 694-3243 | F +49 38823 55-222  
 Service T +49 38823 55-360 | Service T (US) +1800 288-7755

info@fobalaser.com | www.fobalaser.com