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

<table>
<thead>
<tr>
<th></th>
<th>Full Service</th>
<th>Technology Advancement</th>
<th>Telephone Support</th>
<th>Gerber Software Subscription</th>
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<tbody>
<tr>
<td>Discounted Labor</td>
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<tr>
<td>GERBERnet Access</td>
<td>✔️</td>
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<tr>
<td>GERBERconnect</td>
<td>✔️</td>
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<tr>
<td>Field Service Response Time</td>
<td>24 - 48 Hours</td>
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<tr>
<td>Software Updates</td>
<td>✔️</td>
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<tr>
<td>Hardware Replacement</td>
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<tr>
<td>Technical Support</td>
<td>✔️</td>
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<tr>
<td>Web-based Remote Troubleshooting</td>
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<td>Online Problem Utility</td>
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<td>Online Automated Enhancement Request</td>
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</tbody>
</table>

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

Hardware Service Agreements

<table>
<thead>
<tr>
<th></th>
<th>Gerber Full Service Agreement</th>
<th>Gerber Support Agreement</th>
<th>Gerber Telephone Support Agreement</th>
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<tbody>
<tr>
<td>Discounted Labor</td>
<td>✔️</td>
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<tr>
<td>GERBERnet Access</td>
<td>✔️</td>
<td></td>
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<tr>
<td>GERBERconnect</td>
<td>✔️</td>
<td></td>
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</tr>
<tr>
<td>Field Service Response Time (hrs)</td>
<td>24 - 48</td>
<td>48</td>
<td>48-72</td>
</tr>
<tr>
<td>Telephone Support</td>
<td>✔️</td>
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<tr>
<td>Hardware Support</td>
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<tr>
<td>Software Support</td>
<td>✔️</td>
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<tr>
<td>Parts Coverage</td>
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<tr>
<td>Preventive Maintenance</td>
<td>✔️</td>
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</tbody>
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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 aftermarket 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

"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
Switzerland: Zurich
       UK: Bristol, Manchester