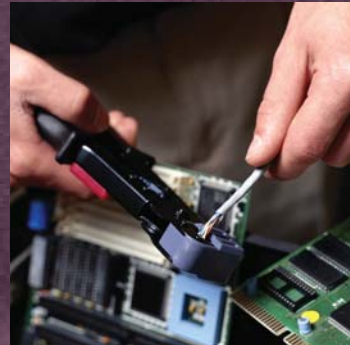
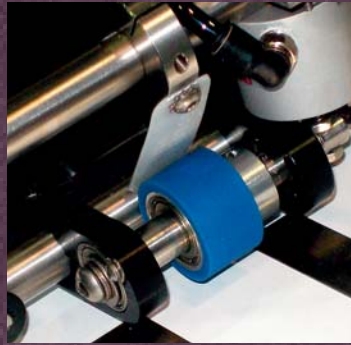


**Gunther Service**  
*Working for You*



## Gunther Service Plans:

# *Maximizing machine availability.*

### Gunther service plans make dollars and sense.

Flexible and cost-effective, Gunther Service Plans put the wealth of Gunther's experience and expertise to work for your organization. Covering a wide range of system inspections and maintenance, Gunther Service Plans give you the level of service you need to run your business effectively. Each plan is designed to get the most out of your investment—with lower cost, predictable expenses, and the least disruption to your operations. The bottom line is simple—Gunther Service Plans protect your investment and save you money.

### Gunther's versatile service plans are tailored to your needs.

All of Gunther's service plans are highly flexible and designed to serve your specific requirements. Focused around Prime Shift (8:00 AM to 5:00 PM), Monday through Friday, service plan options are available to extend coverage to include additional shifts, days, and even specific spikes in your annual production schedule.

#### On-Call

The **On-Call Service Plan** is a cost-effective way to meet all the service needs of your mail finishing equipment. On-Call provides for a quick response from one of our highly skilled experts strategically located throughout the US. This highly effective plan includes an on-site inventory, parts, all required preventative maintenance, and on-call response, allowing you to focus on your operations and productivity levels.

#### On-Site

When production must be maintained with the minimum of disruption, the **On-Site Service Plan** is the ideal option. On-site technicians from Gunther respond rapidly to changing situations by providing expert maintenance and repairs when necessary. When three or more machines are installed in the same location, On-Site Service is the standard plan—which is offered at On-Call pricing—maximizing your productivity.



With Gunther, you can be assured of the very best service at all times—no matter what the situation.



## Total Responsibility

Gunther's **Total Responsibility Service Plan** provides a unique solution for organizations that require a complete coverage service plan, including the technical personnel to operate the machinery. With this plan, specially trained Gunther operator/technicians service and run your Gunther equipment, taking ownership for the entire production process and maintenance of the equipment. This solution is a cost-effective alternative for companies that do not have the requirements to justify full on-site service, and also want to avoid the expenses associated with hiring and employing their own operators.

## Self-Maintenance

For businesses that have the technical expertise and staff to maintain complex mechanics and electronics, and are willing to invest in the infrastructure to support these systems on an ongoing basis, the **Self-Maintenance Service Plan** may be suitable. Prior to shipping of the system, and charged per trained individual, Gunther fully instructs your personnel on procedures to effectively maintain and operate the equipment. An annual Software and Technical Support Agreement is a requirement for this plan.

## Options

No two companies or installations are identical, and Gunther's Service plans reflect this with various available options to meet your specific requirements.

### Extended Coverage

Although Prime Shift may be the core operating time for many businesses, Gunther offers you the ability to add more shifts onto your On-Call or On-Site service coverage. And unlike other service providers, you are not penalized for additional coverage. In fact, Gunther reduces the costs for each additional shift.

### Quarterly Coverage

You may only need additional shift coverage at specific times during the year, when high volume runs are the norm. Quarterly Coverage plans allow for just these events, adding On-Call or On-Site coverage only for the required periods.

### Holidays and Weekends

For added flexibility, Gunther also provides customized service packages for occasional dates that fall outside the standard Monday to Friday schedule.

### Hourly Rates

There may be times when you require additional, unplanned maintenance activities. Gunther gives you the option to obtain high quality service from our expert technicians on an hourly basis.

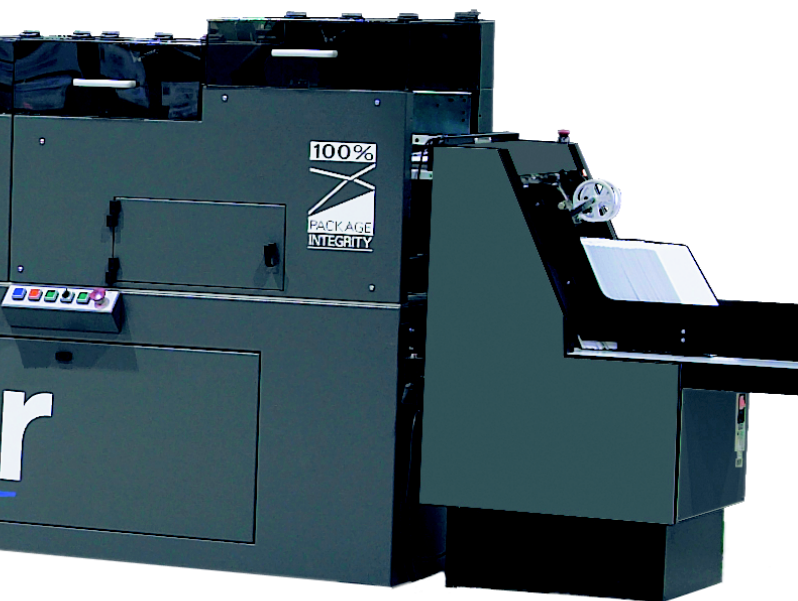
## Additional Features

### Monthly Performance Meetings

Through monthly meetings, Gunther service personnel make certain that regular lines of communication are maintained. Gunther ensures that constant reviews of service levels and performance, identify and address current and upcoming service and production issues. It's all part of Gunther's commitment to total support at every stage. Our goal is to increase your efficiency and the overall productivity of your operations.

### Parts

While the availability of technical personnel and the establishment and maintenance of open communications are important aspects of any service organization, parts availability is equally essential. For service plans other than Self-Maintenance, a supply of critical and commonly used parts is stored at your site to ensure minimal downtime. In addition, Gunther maintains an extensive inventory for immediate, same day shipment.





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