

A hand is shown from the bottom, reaching up to hold a glowing, wireframe globe. The globe is composed of a network of white lines and dots, with a bright blue light emanating from its base. The background is dark blue with a subtle pattern of white dots and lines, suggesting a digital or network environment.

efi® | REGGIANI

Customer experience

EFI Reggiani customer service

Our goal is to help you get the most out of your EFI Reggiani printer, every day

How?



Fast, highly efficient response time and a round-the-clock coverage to minimise downtime and production delays



Comprehensive coverage with repairs, spare parts, field service, remote assistance and diagnostics, and training and service agreements



Support across the entire product life cycle – from installation to daily maintenance operations and spare parts supply to retrofits and upgrades



Operational efficiency and performance optimisation



Process and technological consulting and advanced training

Global presence

We are always close and ready to help

EFI™ Reggiani maintains an expansive worldwide network of local agents, distributors and after-sales service centers in crucial markets, allowing for efficient, timely and effective support to customers. Our specialised team of expert field service engineers (FSEs) are your trusted advisors for maximum uptime, process optimisation and application support.

- **Help Desk** support, remote diagnostics and fault analysis are managed by highly skilled engineers who support troubleshooting and address critical emergency situations
- **Local teams** are ready to support you, providing process reliability, improving product performance and maintaining investment value



Remote assistance

We are ready to connect to your printer and support you

Our knowledge and technology are always at your service because our technicians are always available for emergencies and when immediate repairs are needed:

- Telephone support and remote diagnostic
- Troubleshoot, identify and analyse the root causes of equipment failures
- Estimate the appropriate time for replacing the equipment or for replacement implementation



On-line support: EFIReggiani.Support@efi.com

- 24x5 support through local FSEs in Brazil, China and US to cover the markets 24 hours per day remotely through software (Teleassistance, Team Viewer, Ewon)
- 75% of issues can be solved through our on-line support



Service agreements

Scalable and tailored solutions to fit your needs



Smart pack to minimise mean time to repair, reducing downtime and loss of production

Guaranteeing response and intervention times, remotely and in the field.



Endurance pack to maximise mean time between failures and extend asset life

Improving quality, operational efficiency, performances, and even processes thanks to EFI Reggiani experts in several fields:

- Application support
 - Process optimisation
 - Colour management and colour consultancy
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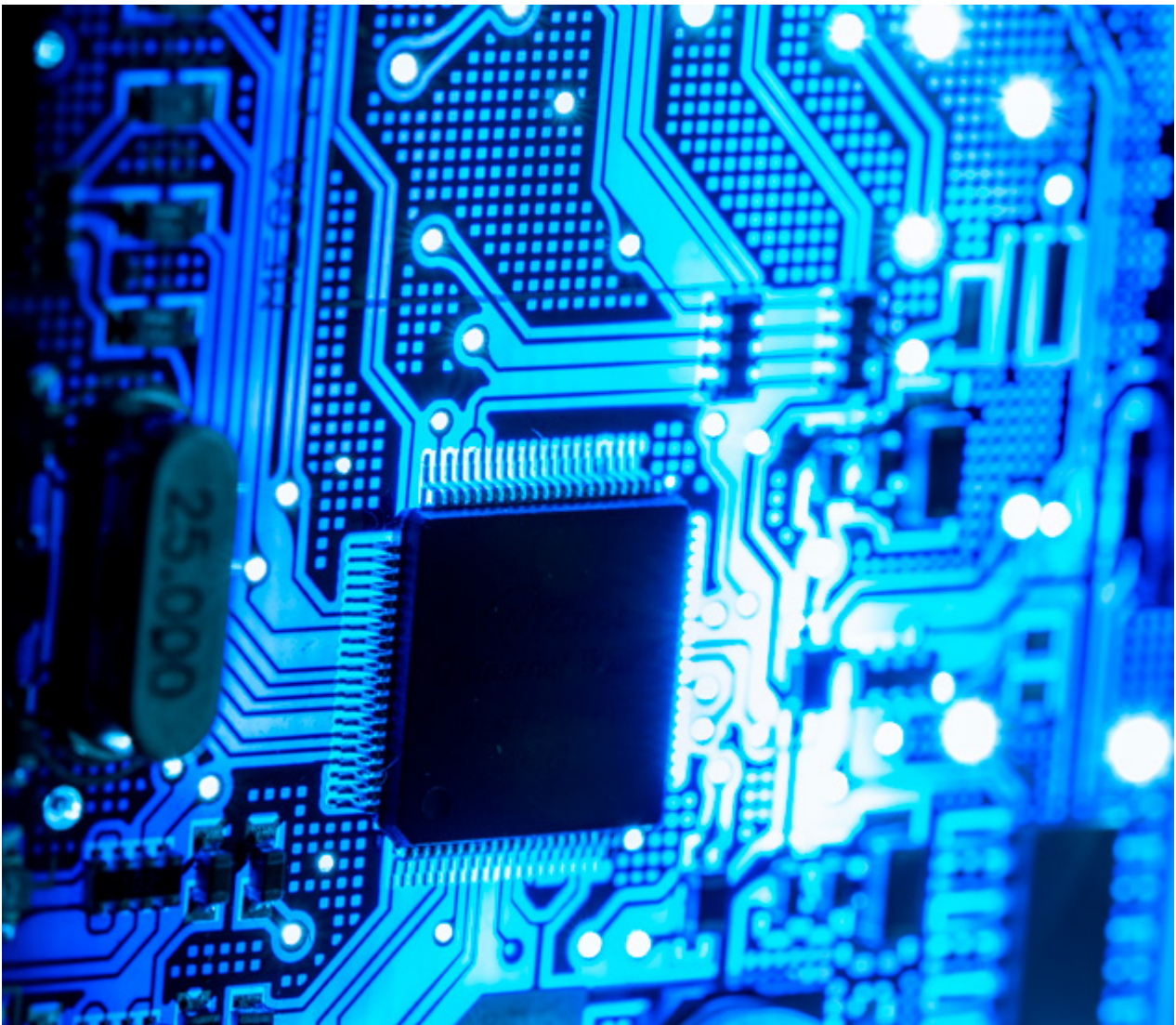
Spare parts

The right parts – and answers – right when you need them

- Professional consultancy and flexible solutions for your spare parts logistics
- Reliable response time to assure production continuity
- Global logistics across continents



Get in contact with the EFI Reggiani Spare Parts Team via our global email **spare.Reggiani@efi.com** or with our local service centers and logistic centers in Portugal, Pakistan, China, India, Turkey, US and Brazil.



Advanced services

Improving quality and performance the EFI Reggiani way

- Skilled engineering and consulting services improve your long-term operational efficiency
- Diagnosis and lifecycle assessments help ensure maximum performance
- Technological upgrades and retrofits extend the life of your equipment and systems
- Extensions and retrofits provide efficient operation



We develop breakthrough technologies for the manufacturing of signage, packaging, textiles, ceramic tiles, building materials and personalised documents, with a wide range of printers, inks, digital front ends, and a comprehensive business and production workflow suite that transforms and streamlines the entire production process, increasing your competitiveness and boosting productivity. Visit www.efi.com/reggiani or call +39 035 3844511 for more information.



Nothing herein should be construed as a warranty in addition to the express warranty statement provided with EFI products and services.

AutoCal, Auto-Count, Best Eye, ColorGuard, ColorPASS, ColorRight, ColorWise, Command WorkStation, Cretachrom, Cretaprint, the Cretaprint logo, Cretaprinter, Cretaroller, Digital StoreFront, Divisional Graphics, Distancing Graphics, DocBuilder, Dynamic Wedge, EDOX, EFI, the EFI logo, Electronics For Imaging, EPCount, EPPhoto, EPRegister, EPStatus, Estimate, FabriVu, Fast-4, FASTRIP, FASTDRIVE, Fiery, the Fiery logo, Fiery Compose, Fiery Driven, the Fiery Driven logo, Fiery DesignPro, Fiery Edge, Fiery Impose, Fiery ImageViewer, Fiery Intensify, Fiery JobExpert, Fiery JobFlow, Fiery JobMaster, Fiery Navigator, Fiery Prints, the Fiery Prints logo, FreeForm, GameSys, Hagen, InkIntensity, Inkware, IQ, iQuote, LapNet, Lector, Logic, MarketDirect StoreFront, MarketDirect VDP, MarketDirect Cross Media, Metrics, Metrix, MicroPress, Monarch, Monarch Planner, OneFlow, Optima, Optitex, Organizing Print, Pace, Pecas, Pecas Vision, PC-Topp, PressVu, PrinterSite, PrintFlow, PrintMe, the PrintMe logo, PrintSmith, PrintSmith Site, PrintSmith Vision, PrintStream, Profile®, Process Shipper, Prograph, ProGraphics, PSI, PSI Flexo, Radius, RIPChips, RIP-While-Print, SafeGuard Graphics, Spot-On, Spot Pro, Synchro 7, Technique, UltraDrop, UltraPress, UltraTex, UltraVu, UV Series 50, VisualCal, VUTEK, the VUTEK logo, and WebTools are trademarks or registered trademarks of Electronics For Imaging, Inc. and/or its wholly owned subsidiaries in the U.S. and/or certain other countries.

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