

A hand is shown from the bottom, reaching upwards towards 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 a dark blue gradient 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 minimize 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 optimization

---



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 specialized team of expert field service engineers (FSEs) are your trusted advisors for maximum uptime, process optimization 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 analyze 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](mailto: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 minimize mean time to repair, reducing downtime and loss of production

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



**Endurance pack** to maximize 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 optimization
- Color management and color consultancy

# Spare parts

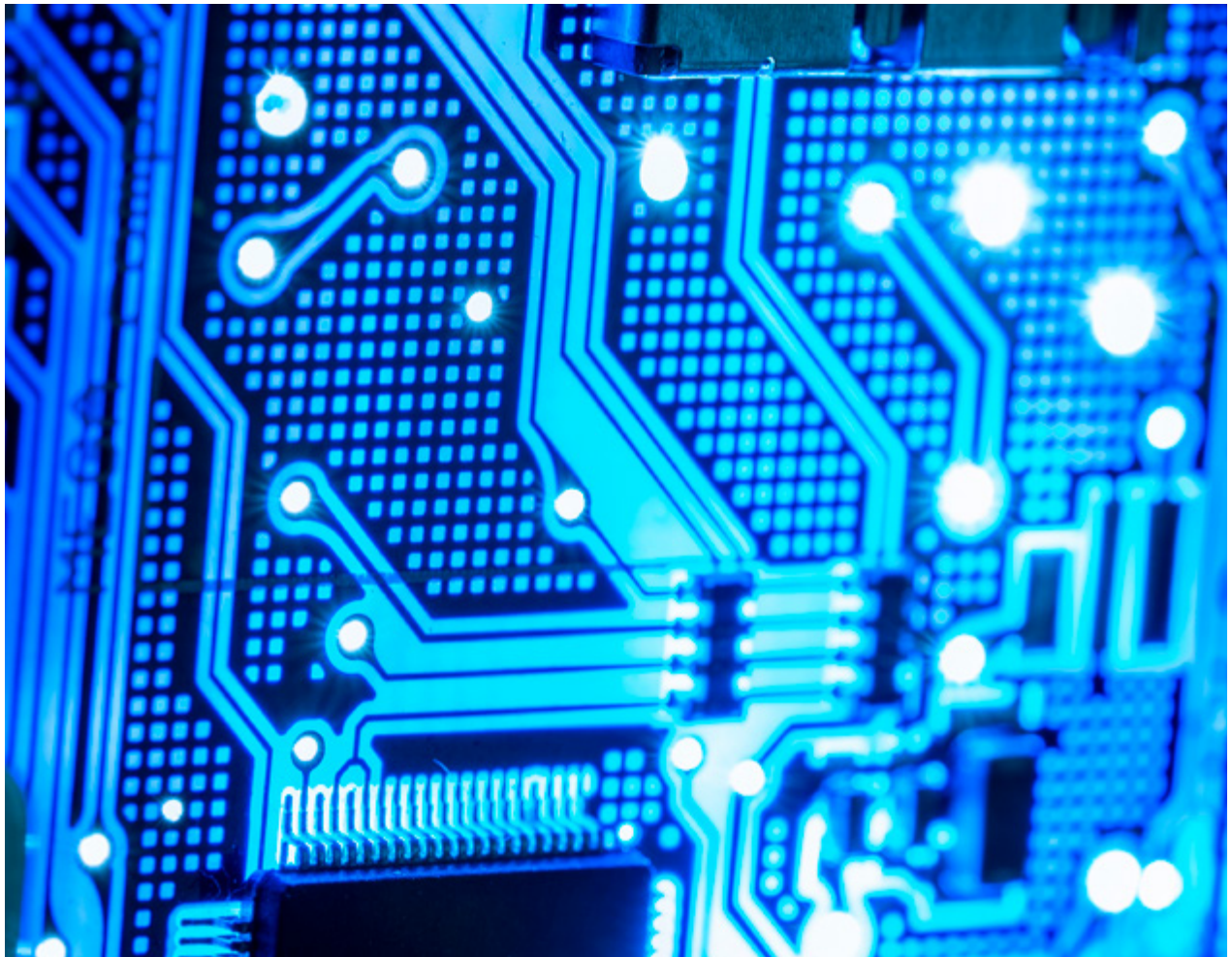
The right parts – and answers – right when you need them

- 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](mailto: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 personalized 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](http://www.efi.com/reggiani) or call 650-357-3500 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, Distancing Graphics, Divisional Graphics, DocBuilder, Dynamic Wedge, EDOX, Efi, the Efi logo, Electronics For Imaging, EPCount, EPPPhoto, 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.

All other terms and product names may be trademarks or registered trademarks of their respective owners and are hereby acknowledged.

© 2023 ELECTRONICS FOR IMAGING, INC. ALL RIGHTS RESERVED. | [WWW.EFI.COM](http://WWW.EFI.COM)