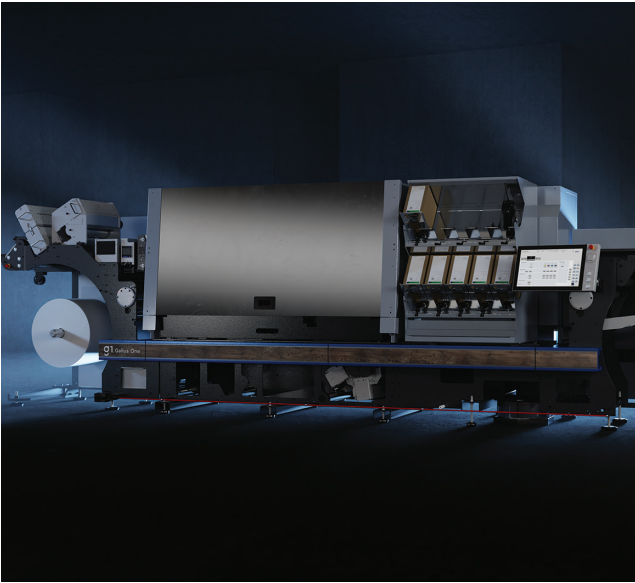


# Your press, our promise.

## Gallus One Service Contract.

### First Year Configuration Warranty Period

Features	Included
<b>Helpdesk Support (Gold*)</b> Available 24/5, reaction time 4 hours	✓
<b>Prinect® and Machine Software Upgrades &amp; Updates</b>	✓
<b>Preventive Maintenance</b> 2 interventions per year, including parts	✓
<b>Break-fix Interventions</b>	✓
<b>Spare Parts Supply</b>	✓
<b>Inkjet Head Bundling</b> All printheads, including labor	✓



### (Following Years) Overview of Service Contracts – Minimum Configuration

Silver	Gold	Platin
<b>Helpdesk Available 16/5 (CET)</b> 6 hour reaction time	<b>Helpdesk Available 24/5 (CET)</b> 4 hour reaction time	<b>Helpdesk Available 24/6 (CET)</b> 2 hour reaction time

Service	Description
Preventive Maintenance (2 interventions per year)	2 maintenance interventions (consisting of 2 days each) per contractual period in which a customer's press is properly checked adjusted and lubricated in accordance with Gallus/HEIDELBERG® maintenance requirements (includes travel and labor time as well as travel expenses).
Prinect and Software Updates & Upgrades	Break-fixes, Software updates in version (Machine software + Prinect DFE) includes one Prinect software upgrade (additional version step) per contractual period.

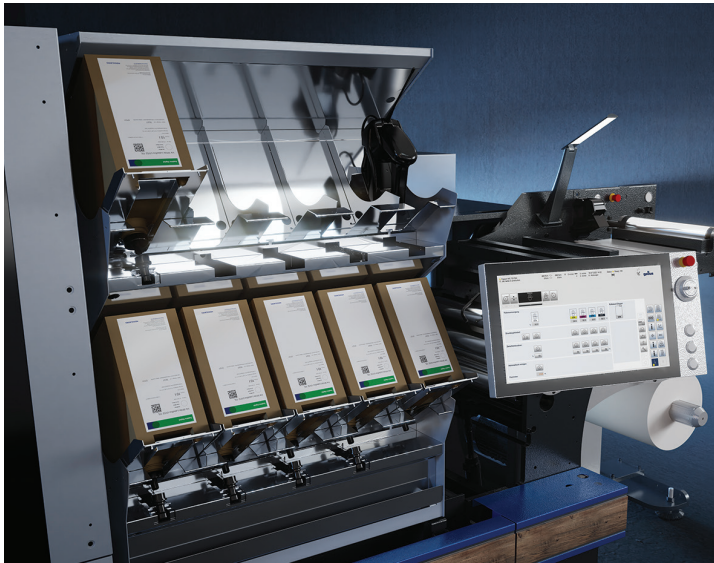
\*With purchase of the Gallus One, customers automatically receive the Gold Contract for their first year in addition to the identified service benefits. Upgrade to Platin contract is possible.

## Optional add-ons (year 2-6)

Option	Description
<b>Inkjet Head Bundling</b> 2 pcs. or 4 pcs., includes labor, per year, cumulative depending on the contract period  * higher quantity individually possible	Free replacement of defective inkjet printheads is provided (application and/or operating errors excluded), as determined by a qualified Gallus/HEIDELBERG technician. This service is limited to the total number of printheads allocated for the entire contract period (number of printheads per year x contract period in years). If this limit is reached, additional printheads needed must be purchased at local prices through regular procurement channels. Unused printheads from one contract period cannot be carried over to the next. The service includes all necessary technical measures performed by Gallus/HEIDELBERG technicians to exchange, recalibrate, and adjust the inkjet heads to fix issues with contract presses. This coverage includes travel, labor during regular office hours, and travel expenses.
<b>Break-fix Interventions</b>	Technical measures executed by Gallus/HEIDELBERG qualified Service Technicians that are declared necessary (by Gallus Helpdesk) to rectify irregularities with contract presses (includes travel and labor time at regular office hours as well as travel expenses).
<b>Spare Parts Supply</b>	Free of charge supply of Gallus/HEIDELBERG service parts (spare parts) that are required for break fixes at discretion of a qualified Gallus/HEIDELBERG Service or Helpdesk Technician. These may be either brand new parts or perfectly refurbished parts. Wearing parts are not covered within any Service Agreement to Gallus One.
<b>Preventive Maintenance</b> Parts Supply	Wear parts exchanged within Preventive Maintenance interventions and according to the dedicated parts list.

## High-performance Saphira Ink

- Available from 4 to 7 colors (CMYK + Orange & Violet + White)
- General purpose ink for Gallus One system
- Specifically developed for 1200 dpi printheads
- Ensures consistent and repeatable colors
- Excellent print quality leveraging the high resolution quality of Fujifilm’s Samba printheads
- Good adhesion on a wide range of label substrates (without primer)
- Compatible with cold foil, coating, and laminates
- Light-fastness of all inks ≥ 7 (Blue Wool Scale)
- 10 L bag-in-box system for clean and easy handling



Find out more about Gallus One:  
[gallus-one.com](https://gallus-one.com)

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Version July 2024