



Installation and Training Program

Service Overview

Squid Ink offers a very affordable installation and training program for customers purchasing new ink jet printing equipment. The installation and training service includes up to 4 hours of the following:

- On-site installation and implementation of Squid Ink printing systems
- Hands-on training and troubleshooting for individuals who will be operating and maintaining the equipment
- On-site recommendations to ensure optimum performance of the printing system

Service Program Pricing

Contact your Squid Ink sales representative or Squid Ink customer service at 1-800-877-5658 for installation and training pricing information.

Customer Requirements

Squid Ink offers this service to ensure proper setup and operation of your ink jet printing system. We understand that printing equipment is a mission critical component of your packaging line, and we strive to provide a smooth, successful installation. In an attempt to manage our time and costs effectively, we require the following when scheduling an install:

- Completion of a Pre-Installation Checklist
- Customer technician and/or millwright available to drill holes for printhead mounting brackets based on recommendation by main customer contact and Squid Ink service technician

Customer Delays

Proper training and installation of a single ink jet printing system can easily be completed in 4 hours. Customer delays such as an incomplete Pre-Installation Checklist, personnel unavailable for training, or production scheduling delays that prolong the installation longer than five hours will be billed to the customer at the hourly service rate plus expenses, including travel changes, additional meals and lodging if necessary.

Ordering Installation and Training

To order installation and training for your printing system, contact your Squid Ink sales representative or include the service with your purchase order. Upon order, a Squid Ink technician will contact you directly to discuss available installation dates and schedule the install. Timing will be based on availability of a Squid Ink technician.

Questions

We look forward to the opportunity to provide your company with an affordable, accurate installation of Squid Ink printing equipment. If you have any questions about this service, please contact Squid Ink technical service personnel at 1-800-877-5658, ext. 1713.

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