



***The World Leader in  
Powder Coating Systems***



***ServiceNet<sup>SM</sup> 24-Hour Support***

A 24-hour, personalized nationwide network of engineers and factory-trained distributors. ServiceNet is there whether you have an emergency, or just want to learn more about your system.

***TW*** **Gema**

## ServiceNet<sup>SM</sup> 24-Hour Support Network Delivers Service, Support, and Quality

When you purchase powder coating equipment from ITW Gema, you're acquiring the best finishing system on the market. Our unequalled commitment to quality is what you should expect from the world leader in powder coating systems, and ITW Gema delivers. That same pledge of quality is seen in our approach to service, too, and that commitment is called ServiceNet<sup>SM</sup>. ServiceNet is ITW Gema's 24-hour nationwide support network, and from the minute you get your powder coating system, you've got ServiceNet. It's that easy, and ITW Gema's ServiceNet is incredibly responsive and effective. Here's why.

### 24-Hour Nationwide Support

ServiceNet is a multi-tiered support system featuring a toll-free, round-the-clock technical help line. A single phone call provides immediate access to ITW Gema's technical experts, no matter where you are.

### Local Distribution

ITW Gema provides more extensive geographical coverage than anyone else in the trade. ServiceNet's roots, however, are at the local level. Local stocking



*Our remote digital imaging technology allows our technical service staff to troubleshoot, diagnose and communicate directly with you all in real time, all from your location, and all via a secure communications link.*

distributors means that a critical wear parts inventory is always nearby, which translates into immediate availability. Taking it one step further, ITW Gema's "PREMIER" distributors are authorized to sign off on warranty work on the spot!

### Direct Factory Support

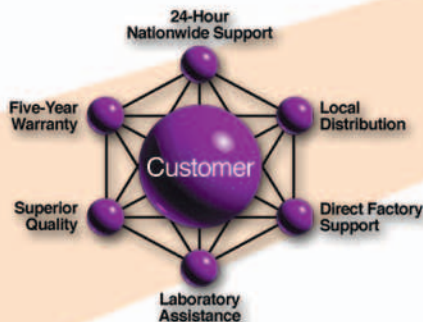
Our factory-based service is backed up by a team of regional ServiceNet technicians. These technicians are strategically located across the country to directly respond to your service

### Laboratory Assistance

ITW Gema's laboratory is available for powder testing, new product testing and operator training. This segment of ServiceNet is for both new and existing customers.

### Superior Quality

Quality begins with the people at ITW Gema, but it doesn't end there. The innovative service tools at our disposal and the matchless quality of our products can be measured in increased up-time and productivity for you.



*ITW Gema stands by its products with around-the-clock service solutions and our unique Five-Year Warranty.*

### Five-Year Warranty

ITW Gema offers the industry's only five-year warranty. We're the only company in the powder coating industry that stands behind their equipment to that extent. We think that speaks for itself!

ServiceNet, ITW Gema's 24-hour support network is, quite simply, superior by all measures. To find out how ITW Gema's ServiceNet measures up, call 1-800-628-0648. For sales assistance call us at 1-800-628-0601.



## ServiceNet 24-Hour Support

Helping You Keep It All Together

# 1-800-628-0648

Toll Free Technical Help Line

### Ask about the ServiceNet Preventive Maintenance Program which provides:

- **Protection Against Breakdowns**  
Detect and correct minor problems before they become major repairs.
- **Expert System Care**  
Factory-recommended maintenance checks keep equipment in top running shape.
- **Worry-Free Convenience**  
Scheduled maintenance checks are handled automatically. No need to call!
- **Budgetable Simplicity**  
Fixed annual fee means unexpected and expensive repairs are practically eliminated.
- **Priority Service**  
You'll receive precedence in emergency service situations.
- **Economic Benefits**  
Production time is maximized with equipment maintained at peak efficiency.
- **Longer Equipment Life**  
Equipment life is extended, as scheduled maintenance prevents excessive wear.

# ITW Gema

Superior By All Measures