



KONICA MINOLTA

BLUE MOON BIOMED

The Blue Moon Biomed plan is one more way Konica Minolta commits to industry-leading customer satisfaction. This Lifecycle Product delivers all the benefits of Blue Moon Select but with the KMMI-trained customer providing the on-site service.

Intended Customer

Blue Moon Biomed is for the customer who has an in-house biomedical support staff and strives to manage cost and uptime by providing the on-site service themselves. As with Blue Moon Select, this customer will benefit from up-to-date performance and features combined with maximum system protection.

Plan Description

The Blue Moon Biomed plan goes beyond your average service or parts contract by eliminating the parts exposure and by adding:

- Cassette/plate repairs (nominal co-pay, see notes for inclusions)
- Remote configuration changes (i.e. IP addresses, exam tag changes)
- Software upgrades – improvements, enhancements, and some new features

Blue Moon Biomed — Benefits Defined

24x7 Technical Phone Support – Our engineers are available around the clock to respond to customer needs. As most problems are solved over the phone, this service is a core component of any Blue Moon plan.

Unlimited Parts – Eliminating all unexpected parts expenses, the Biomed plan provides 100% parts coverage. No deductible, no worries. Simply call Konica Minolta technical support to confirm the diagnosis prior to order fulfillment. Some replaced parts require return to Konica Minolta for proper credit.

Remote Network Configuration & Exam Tag Setup – Adding flexibility to accommodate your dynamic needs, the Blue Moon Biomed plan includes remote configuration changes such as IP address changes, exam tag modifications and storage target changes. Under the Biomed plan, these changes can be made remotely at no charge to the customer. Blue Moon customers must support a VPN or dial-up capability and provide Konica Minolta access to it in order to take advantage of this valuable and timesaving benefit.

Software Upgrades – In order to keep up with your evolving needs, Blue Moon Biomed now includes software upgrades! This benefit provides the customer with the latest and greatest software version, granting new features, functionality, and capabilities. Does not include hardware.

No Fault Cassette & Plate Repair with Co-Pay* – Blue Moon is the first post-warranty product line in the industry to offer a cassette and plate repair benefit. The cassette and imaging plate are vital components to your CR system. With repetitive use, they are subject to more wear and tear than any other part of the system. With the “no fault” terms of this feature, the customer can have cassettes and plates repaired regardless of the cause of damage (see terms and conditions for limitations). The customer is only required to pay for shipping plus a \$150 “co-pay” per cassette/plate — a potential savings of up to \$900 per cassette/plate repair!

RULES:

1. Can be purchased anytime during product lifetime**
2. Minimum 3 year contract

NOTES:

* No Fault Cassette & Plate Repair with Co-Pay

- Up to 4 Cassette & Plate Repairs per year for all Xpress Classes
- Up to 2 Cassette & Plate Repairs per year for all IQue, Nano A, E Classes
- Up to 1 Cassette & Plate Repair per year for Nano C Class
- Co-Pay of \$150 per Cassette/Plate if outside of warranty period (two years for plates one year for cassettes)
- Cassette/Plate must be less than 4 years old to be eligible for repair
- Excludes specialty cassettes/plates (oncology, stitching, mammography etc.)

The essentials of imaging

Software Note: Update vs. Upgrade

Software Updates and Software Upgrades are different. Please read below to see our distinction.

Software Update

Also known as a patch, is usually intended to fix minor software 'bugs' or make minor functional improvements

Software Upgrade

Usually provides new software features that offer visible benefits to customers. Examples: free text annotation, zoom & pan, and study append.

Does **not** include hardware upgrade

Blue Moon Biomed Customer Obligations

Under the Blue Moon Biomed plan, the customer is entrusted with keeping up with all on-site equipment maintenance. These responsibilities include:

- Performing the recommended periodic preventive maintenance
- Provide first response to all end user questions, inquiries, and operational issues
- Perform all on-site repair work (should Konica Minolta be needed on site, standard T&E rates apply)
- Call our technical support line for parts verification
- Submit paperwork to Konica Minolta describing corrective work performed
- Always keep a Konica Minolta certified engineer on staff

** If a system has not been under a Konica Minolta Service Agreement continuously since the expiration of the warranty, it will be necessary to inspect and refurbish the System as and to the extent necessary prior to implementing this Service Agreement. Such inspection and refurbishing will be billed to Customer by KMMI at KMMI prices then in effect.



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