



KONICA MINOLTA

## Blue Moon Tradition

Blue Moon Tradition is Konica Minolta's "entry level" CR Lifecycle Product.

### Intended Customer

Blue Moon Tradition is designed for the customer who wants to protect and extend the life of their systems with a reduced initial investment.

### Plan Description

The Tradition plan protects the customer by providing unlimited phone support, factory directed preventive maintenance visits, up to two on-site repair calls, and high dollar parts coverage (all parts after annual \$2500 parts deductible met).

The Tradition plan does not include software upgrades, configuration changes or cassette and plate repair.

### Tradition — 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.

**Preventive Maintenance** – This vital service keeps equipment running smoothly and extends the life of the system by helping to reduce wear and tear. Twice each year an engineer will perform the factory recommended routine maintenance.

**Software Updates** – Updates are released to improve system performance, resolve minor software bugs, or simply fine tune existing features. All Blue Moon covered systems receive software updates at the time preventive maintenance is performed.

**On-Site Troubleshooting and Repair** – The Blue Moon Tradition plan provides the customer peace of mind by covering the first two visits for problems that require an engineer on site. Additional on-site visits are available at an hourly rate.

**Parts Insurance** – The Blue Moon Tradition plan also protects the customer against unexpected significant parts expenses. The customer is responsible for the first \$2500 in parts and Konica Minolta covers the rest. This is a valuable "parachute" that offers another level of peace of mind.

#### Rules:

\*Can be purchased anytime during product lifetime, however, if the system is out of warranty and not currently covered by any Konica Minolta post warranty plan, a system check-up will be required.

\*All CR systems within a facility must be covered at the same Blue Moon plan level. No mixing of plans is allowed.

### Blue Moon Tradition

24x7 Technical Phone Support

Preventative Maintenance — 2 per year

Software Updates

On-Site Troubleshooting and Repair — up to 2 visits

Parts Insurance



**BLUE MOON**  
LIFECYCLE PRODUCTS