



KONICA MINOLTA

Blue Moon Select

The Blue Moon Select plan is one more way Konica Minolta commits to industry-leading customer satisfaction. This Lifecycle Product breaks the mold of the common extended warranty by providing significant customer recognized value and operational advantages.

Intended Customer

Blue Moon Select is for the customer who wants up-to-date performance and features combined with maximum system protection and is looking to manage and minimize total cost of ownership for the immediate years to come.

Plan Description

The Blue Moon Select plan eliminates all service related risk while adding these high value items:

- cassette/plate repairs (nominal co-pay, see below for inclusions)
- software upgrades — improvements, enhancements, and some new features
- remote configuration changes (i.e. IP addresses, exam tag changes)

With these enhanced benefit items plus complete system protection, the Blue Moon Select plan meets your continuing day-to-day and long term needs.

Blue Moon Select

24x7 Technical Phone Support

Preventative Maintenance — 2 per year

Software Updates

Unlimited On-Site Troubleshooting and Repair

Unlimited Parts

No-Fault Cassette & Plate Repair with Co-Pay

Software Upgrades

Remote Network Configuration & Exam Tag Changes



BLUE MOON
LIFECYCLE PRODUCTS

Select — Benefits Defined

No Fault Cassette & Plate Repair with Co-Pay¹ – 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!

Software Upgrades – In order to keep up with your evolving needs, Blue Moon Select 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.

Remote Network Configuration & Exam Tag Changes – Adding flexibility to accommodate your dynamic needs, the Blue Moon Select plan includes remote configuration changes such as IP address changes, exam tag modifications and storage target changes. Under the Select 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 time-saving benefit.

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.

Unlimited On-Site Troubleshooting and Repair – The Select plan provides maximum system protection with as many on-site visits as the customer requires. Pick up the phone and help is on the way.

Unlimited Parts – Eliminating all unexpected parts expenses, the Select plan provides 100% parts coverage. No hassles, no deductible, no worries.

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.

*Minimum 3 year contract

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

NOTES:

1. 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 classes
- Co-Pay of \$150 per Cassette/Plate if outside of warranty period (two years for plates one year for cassettes)
- Excludes specialty cassettes/plates (oncology, stitching, etc.)

Software Note: Update vs. Upgrade

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

Software Updates	Software Upgrade
Updates are released to improve system performance, resolve minor software bugs, or simply fine tune existing features.	Software upgrades, typically released once per year, provide new software features that offer workflow and functionality benefits. Examples: free text annotation, zoom & pan, and study append. Does <i>not</i> include hardware upgrade



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