



KONICA MINOLTA

## Blue Moon Elite

The Blue Moon Elite plan maximizes the computed radiography customer experience. It is the most comprehensive Lifecycle Product offered, designed for the most demanding facilities.

### Intended Customer

Blue Moon Elite is for the customer who wants the best possible coverage and who needs to address virtually all scenarios impacting equipment, cassettes and plates, personnel, and unforeseen disaster. This customer wants the most comprehensive support, latest software, best image quality, and finest trained staff.

### Plan Description

Designed for sites that want convenient solutions for just about every operational scenario, the Elite plan builds on the Select plan by adding:

- On-site configuration changes (i.e. IP addresses, exam tags)
- Rollover Cassette and Plate replacement program
- Disaster Response Program — Free CR Loaner
- Super User Training Program

Total protection plus several operations level benefits rounds out the Elite plan.

### Elite — Benefits Defined

**Rollover Cassette & Plate Program**<sup>2</sup> – Blue Moon Elite plan provides the awesome benefit of cassette and plate “rollover.” When Elite customers’ cassettes hit the four year mark, they can turn them in for new ones. This is a huge benefit that leaves the customer, after four years of solid use, with a well-oiled system AND brand new cassettes and plates. System must have been enrolled in Elite for at least three years.

**Disaster Response Program — Free CR Loaner** – The Blue Moon Elite plan also provides a life-saving CR loaner benefit that enables a customer to be up and running while responding to the after effects of a disaster. The loan is for up to three months and can be used to augment services while any disaster damaged equipment is repaired or replaced.

### Blue Moon Elite

24x7 Technical Phone Support

Preventative Maintenance

Software Updates — 2 per year

Unlimited On-Site Troubleshooting and Repair

Unlimited Parts

Remote Network Configuration & Exam Tag Changes

Software Upgrades

No-Fault Cassette & Plate Repair with Co-Pay

Rollover Cassette & Plate Program

Disaster Response Program — Free CR Loaner

Super User Training Program

On-Site Network Configuration & Exam Tag Changes



**BLUE MOON**  
LIFECYCLE PRODUCTS

**Super User Training Program<sup>3</sup>** – The Blue Moon Elite plan also includes a super user training component. The 20 CEU Super User course will help your professional technologists develop your staff's CR imaging skills and increase understanding of image quality control factors. Some of the topics covered are: the physics of CR, CR versus film/screen, factors influencing CR image quality, x-ray factors and their influence on CR images, post processing and display criteria, and more.

**On-Site Network Configuration & Exam Tag Changes** – Providing flexible service for dynamic customer environments, the Blue Moon Elite plan includes on-site visits for making the necessary configuration changes. IP addresses, exam tags, print and store targets and more are on the included list.

**No Fault Cassette & Plate Repair with Co-Pay<sup>1</sup>** – 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 Blue Moon Elite 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:**

\*Must be purchased within 6 months of installation

\*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.)

**2. Rollover Cassette & Plate Program**

- Xpress CR: 10 C/P replaced at end of year four; excluding specialty C/P (oncology, stitching, etc.)
- IQue CR: 5 C/P replaced at end of year four; excluding specialty C/P (oncology, stitching, etc.)
- \$150 “co-pay” for each replacement
- One-time benefit available at the end of 3 years of Elite coverage

**3. Super User Training Program**

- Each reader receives one point for each year covered under Blue Moon Elite; every 4 points will entitle one technologist to participate in a super user training course held at Konica Minolta Medical Imaging in Wayne, NJ. Example: two systems signed for three years each generates at total of 6 points. This entitled the customer to a tuition waiver for one student completely and one at 50% off. Customer pays for travel and expenses.

**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 <b>not</b> include hardware upgrade

