



KONICA MINOLTA

## KONICA MINOLTA SERVICE AGREEMENT

### END USER LOCATION

### BILL TO ADDRESS

KMHA Account #:		Check if same as End User Location	<input type="checkbox"/>
Account Name:		Account Name:	
Address:		Address:	
City, State, Zip		City, State, Zip:	
Main Phone:		Main Fax:	
Contact Name:		Contact Phone:	
Contact Title:		Contact Email:	

Konica Minolta and 20/20 Imaging offers varying levels of support for your business needs. From unlimited phone technical support to panel protection, we are confident that you will find value among our service offerings at affordable rates.

Return this form to [KMHA-IST@gcp.konicaminolta.com](mailto:KMHA-IST@gcp.konicaminolta.com) or via our secure fax: **919.869.1957**

### Step 1: Select your plan(s)

Service Plan Description	5 Year Technical/Software Support Only	5 Year Tech/Software Support + Panel Protection + Parts [Available with Momentum, iRay (Select) panels only]	Sub Total
Product code	UE02J1S	UE02J64	
One-time Payment	<input type="checkbox"/> \$3850	<input type="checkbox"/> \$6407	
Annual Payment	<input type="checkbox"/> \$845	<input type="checkbox"/> \$1408	
<b>Total</b>			

### Step 2: Payment Method

Full payment of \$ \_\_\_\_\_ payable to **Konica Minolta Healthcare Americas** is enclosed.

Checks are only accepted if paying in full. See Remit to Address below.

Contact me for credit card payment – best phone # & best time(s) where we can reach you \_\_\_\_\_

Invoice Me – \_\_\_\_\_

### Step 3: Signature

This Service Agreement is made effective the last date of signature below (the “Effective Date”) and shall end no later than the indicated term indicated herein. Cancel anytime with no cancellation fees. For complete terms and conditions visit:

<https://www.2020imaging.net/support/self-help/agreements.html>

#### Customer

Authorized Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_

#### Konica Minolta Healthcare Americas, Inc.

Authorized Signature \_\_\_\_\_

Print Name \_\_\_\_\_

Date \_\_\_\_\_

#### Konica Minolta’s Easy Renewal Program

Yes, please enroll me in Konica Minolta’s Easy Renewal Program, a simple & seamless transition that allows for business continuity and zero disruption in continued service support. I authorize Konica Minolta to renew my service contract on the anniversary expiration date at the current prevailing rate and indicated payment terms set forth in this agreement. At any time, I may cancel the auto-renewal feature by providing KMHA at least sixty (60) days in advance in writing.

REMIT TO ADDRESS:  
KONICA HEALTHCARE AMERICAS, INC.  
DEPT CH 10897  
Palatine, IL 60055-0897

KONICA MINOLTA HEALTHCARE AMERICAS  
411 Newark Pompton Tpke. | Wayne, NJ 07470 | Phone: 800-934-1034 | Fax: 973-633-1012  
2217 US HWY 70 East | Garner, NC 27529 | Phone: 800-363-5343 | Fax: 919-869-1957

KMHA\_2726321 Jeanna Mascorro Dpm KMHA\_2020i\_HW-SW\_Service

## Service Plan Descriptions

### Technical/Software support

Technical phone support to assist with any operational support or performance anomaly. Our call centers take advantage in the latest remote technologies to streamline support. When available, software updates – minor improvements and enhancements – are administered remotely. Includes software re-install to bring site back up and running, where applicable.

### Panel Protection Coverage








Covers the DR panel against accidental drops or bumps. In the event of such an accident, the panel is diagnosed and repaired or replaced as needed with a fixed maximum copay (\$5,000 per incident (AeroDR/Momentum); \$3,000 per incident (UniversalDR/iRay)). Subject to the specific terms listed below, KMHA will repair or replace the damaged panel resulting from an accidental event such as a drop or bump causing damage to or total failure of the panel. Coverage does not include physical damage due to customer's intentional misuse or abuse (defined below).

### Parts Coverage

Normal wear and tear part exchange/replacement. Provides quick access to replacement parts when an unexpected problem occurs, minimizing downtime. Coverage does not include physical damage due to customer misuse or abuse (defined below). Excludes consumables, batteries, etc.

### Misuse/Abuse Includes:

- 1) Failure of Customer to follow the instructions in the appropriate manual for installation operation or maintenance.
- 2) Failure to follow recommended cleaning protocols within the operation manual.
- 3) Negligent misuse and/or negligent improper handling of such Equipment: Holes, Cracks, Tears, Deep Scratches, Internal Damage are typical indicators of this negligence.
- 4) Repair, alteration, conversion or modification of such Equipment any component thereof, by persons other than trained, authorized, and qualified representatives.
- 5) Man-made or natural disaster, theft, vandalism, neglect, abuse, use other than in accordance with the appropriate instruction manual or for purpose other for which it was designed.
- 6) Component Failures directly attributed to: Power failures or surges, lightening, fire, flood, terrorist incident, actions of third parties or other events outside of the Company's reasonable control.
- 7) Physical, mechanical, electrical, or magnetic stress not expressly contemplated by the appropriate instruction manual.
- 8) Use of Equipment by unqualified personnel.
- 9) Serial number removed, defaced or altered from such Equipment.
- 10) Liquid invasion (iRay only).

Coverage Details		Technical Support Software + Hardware	Technical Support Software Only
	Panel Protection - covers accidental damage, unlimited \$3,000 CoPay per incident - unlimited incidents (UniversalDR/iRay) \$5,000 CoPay per incident - unlimited incidents (AeroDR/Momentum)	✓	
	Parts coverage - provides replacement parts	✓	
	Technical Phone and Remote Support	✓	✓
	Remote software updates	✓	✓
	20/20 Imaging trained and authorized support technicians	✓	✓
	Convenient payment options	✓	✓
	Risk-free cancellations	✓	✓

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