



KONICA MINOLTA

PRIMARY IMAGING SOLUTIONS

Konica Minolta. Right Solutions. Right Time.



BLUE MOON
LIFECYCLE PRODUCTS

For Integrated DR Systems

A comprehensive Lifecycle Solution designed to minimize downtime, maximize productivity, and eliminate risk throughout the lifetime of your Konica Minolta Integrated DR System.

Konica Minolta is an industry leader with the most reliable Digital Radiography solutions available today.

Our high customer satisfaction rating is based on supporting you throughout the entire lifecycle of your system, not just when it breaks.

Minimize Downtime with rapid access to industry leading support and advanced remote system diagnostics.

Maximize Productivity by arming your staff with the optimized workflow, the latest software, and around the clock remote support.

Eliminate Risk by controlling costs usually associated with major component replacements and providing rapid response to unforeseen incidents.



Minimize Downtime

With Blue Moon, you have peace of mind with dependable technical assistance around the clock. Get answers to all questions and challenges from “how-to” support - to remote diagnostics and troubleshooting. Our remote support tools enable quicker problem diagnosis and resolution and can immediately confirm the usability of system in question. This rapid response means less unplanned downtime, leading to better patient care and uninterrupted performance.

Maximize Productivity

Users benefit from the latest and greatest software version helping ensure all new software enhancements are available to maximize clinical productivity and diagnostic toolsets. When combined with follow-up training, users will remain well-trained and best equipped to deliver patient exams with clinical confidence and efficiency.

Eliminate Risk

With Blue Moon, the most expensive components can be covered against unexpected failure, eliminating high cost surprises. Blue Moon coverage reduces financial exposure from unexpected events, such as component failure or catastrophic disaster, while providing additional economic value by covering software upgrades and comprehensive support costs in one simple plan.

Giving Shape to Ideas



*Designed to minimize downtime,
maximize productivity, and eliminate risk
throughout the lifetime of your Konica
Minolta system.*

Blue Moon goes beyond typical warranty services, such as parts and labor, by providing additional ongoing support elements, from software upgrades and major component protection to advanced remote support.

Blue Moon Select – For when you want up-to-date performance and features combined with comprehensive system protection. You are looking to maximize uptime with maximum productivity and manage the total cost of ownership for the immediate years to come.

The Select plan covers the entire system. The service elements included are:

DR Panel Protection

Whether stationary in an assembly or used wirelessly, the DR panel is covered. Should the DR panel stop working with normal use, it will be repaired or replaced. With accidental drops or bumps, a co-pay of up to \$5,000 applies.

Tube Coverage

Should the X-ray tube fail while covered under the Select Plan, a replacement will be provided at no charge and without prorating based on tube life.

Software Upgrades

Access to the latest Control Station software version to keep up with system improvements and added features. Access to software upgrades means having the latest and greatest features and functionality in order to help maximize workflow efficiency and diagnostic capabilities.

Remote Technical Assistance – network, configuration changes, screen control

This benefit provides remote assistance when IP addresses or other configuration setting changes are needed. Get simple access to assistance to make a change exactly when it is needed. Remote screen control is used in order to better demonstrate system operation to users.

On-Site Labor, Preventive Maintenance, and Software Updates

On-site support from qualified service engineers to diagnose difficult problems or perform scheduled preventive maintenance. When a problem cannot be solved remotely, on-site coverage continues the support process to get the system working again. Trained engineers take over the troubleshooting so users can get back to patient care. When available, software updates – minor improvements and enhancements – are administered during on-site visits.

Technical Call Center – phone support

24/7 phone support to assist with any operational support or performance issue. Whether the day or evening shift, customers can get the dependable assistance they need with just a phone call. Phone support is the first step in problem resolution. Most of the time, a phone call is all that is needed to resolve the issue.

Parts Coverage

Normal wear and tear part exchange/replacement. Provides quick access to replacement parts when an unexpected problem occurs, minimizing downtime.

See service Agreement terms and conditions for additional details.



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