

# Contex Warranty and Service Solutions

Contex is pleased to introduce a new Warranty and Support Program for all current Contex products. A general summary of these new services and programs is provided on the following page. Contex requires that certain registration documentation be completed to effect this coverage. Details surrounding the registration process may be obtained from Contex.

## FEATURES

- Hardware service labor and replacement parts included
- Comprehensive service and support provided by highly trained technical field engineers
- Help desk support
- Nationwide coverage
- All current Contex products covered



## PURCHASING DETAILS

### EXTENDED ON-SITE WARRANTY COVERAGE

- Three Year On-Site Coverage
- Four Year On-Site Coverage
- Five Year On-Site Coverage

\*Contact Contex for pricing.

## PRODUCTS COVERED

All Contex large format and flatbed scanners currently supported within their spare parts lifecycle. Contex guarantees to provide spare parts for a period of five years after the last date of production of a scanner model.

## EXTENDED "POST" WARRANTY ON-SITE COVERAGE

In those cases where warranty coverage has expired, coverage may be renewed by first ordering a pre-inspection so the service provider may validate the operability of the scanner. The pre-inspection is a chargeable event and all necessary time and materials required to bring the scanner back into good working condition will be billed directly to the end-user. Further details may be obtained from Contex.

## TIME AND MATERIAL SERVICES

Time and material services are also available. Please contact Contex for more information.



## ON-SITE COVERAGE DETAILS

SERVICE REQUESTS ARE MADE  
BY CALLING DECISIONONE AT 800-328-5901

### DESCRIPTION

Converts the standard manufacturers twenty-four (24) months "Spare Parts" warranty to twenty-four months on-site warranty coverage and/or provides additional years of on-site coverage. DecisionOne will provide on-site warranty service excluding charges for non-warranty repair parts (white background plates, glass plates, filters, calibration sheets and fluorescent lamps).

### DETAILS

- Telephone support provided from 8 a.m. until 5 p.m. local time, during weekdays. NO weekend support.
- 2 hour average Telephone response time, Next Business Day average on-site response time in major metro areas (Zone 1 and 2 areas, normal business hours 8 a.m. to 5 p.m. local time).
- Hardware service labor and replacement parts are included. Does not include installation/integration services.
- On-site warranty begins upon the date of delivery and; Upon successful scanner installation (communication between scanner and host computer – scanner reports no error messages and calibrates correctly).



### RESTRICTIONS

Requires completion and submittal of a warranty registration form by the selling distributor to Contex including a purchase order for warranty coverage beyond twenty-four months. Grace period for registration is 30 days after the initial delivery - not installation or registration dates. Renewals must be on or before the expiration date of an existing service agreement to be exempt of pre-inspection requirements. To be eligible for extended warranty service if the scanner is not currently covered by a service agreement, an initial unit-inspection service call may be necessary.

Upon prior notice to DecisionOne, Customer may move any item of Equipment from one location to another and DecisionOne will continue to maintain the Equipment provided: the new location is within 50 miles of a Point of Service, DecisionOne training has been completed in the new location, and the Equipment is installed by DecisionOne; or DecisionOne has conducted an inspection after the Equipment installation at the new location and has accepted the Equipment as in good working condition.



#### Disclaimers

*All services are provided as-is. DecisionOne makes no warranties and hereby disclaims all warranties, whether express or implied, including, but not limited to, any implied warranties of merchantability and fitness for a particular purpose. DecisionOne does not accept liability beyond the remedies set forth herein, including but not limited to any liability for product not being available for use, lost profits, loss of business or for lost or corrupted data or software, or the provision of services and support.*

*Except as expressly provided herein, DecisionOne will not be liable for any consequential, special, indirect, or punitive damages, even if advised of the possibility of such damages, or for any claim by any third party. Contex agrees that for any liability related to the purchase of service, DecisionOne is not liable or responsible for any amount of damages above the amount invoiced for the applicable service. Notwithstanding anything in this SOW or the Agreement to the contrary, the remedies set forth in this SOW shall apply even if such remedies fail their essential purpose.*

*DecisionOne will not be liable for loss of funds contained in, dispensed by, or associated with any Equipment.*

*DecisionOne is not responsible for Customer's failure to adequately duplicate and document all of its files, or for the cost of reconstructing data stored on disc files, tapes, memories, etc., lost or damaged during the performance of services under this SOW.*

*DecisionOne will not be liable for the cost of any service and/or parts replacement resulting from fraud, tampering, latent defects or the use of unauthorized components, assemblies and modules, including but not limited to memory cards and boards.*

*This warranty does not cover Equipment that has been altered or repaired by anyone other than DecisionOne, or subjected to misuse, improper storage or maintenance, negligence, subjected to corrosive environmental conditions, improper handling, inadequate packaging or accident damage including by excessive electrical current, or otherwise had any part altered, defaced or removed.*

Contex Americas, Inc.

TOLL-FREE 1-877-226-6839

