



KONICA MINOLTA

# PRIMARY IMAGING SOLUTIONS

*Konica Minolta. Right Solutions. Right Time.*

## Blue Moon for Computed Radiography – Descriptions of Lifecycle Elements

The lifecycle elements covered by Blue Moon for CR are extensive. Each element provides a valuable benefit that will keep you up and running and highly productive.

### **Disaster Response Program - complete loaner system**

When fire, flood, or a quarantine event occurs, Konica Minolta will provide a loaner system for up to three months to help get you up and running as quickly as possible. This contributes to a facility's disaster response program to reduce downtime after disaster strikes. A loaner system can be used for patient care while a facility recovers from the disaster or has lost access to the system due to quarantine or isolation. (Included in Elite)

### **Applications Training - one day per year**

Receive up to one full day of applications training scheduled at a mutually convenient time to review imaging techniques, system features, workflow enhancements and any other important issues. Benefit from the expertise of Konica Minolta's professional services to enhance your staff's working knowledge, productivity, and clinical confidence. (Included in Elite)

### **Cassette Repair Benefit - no fault cassette & plate repair with copay**

Konica Minolta will repair up to 4 cassettes for Xpress, 2 cassettes for IQue and Nano, annually. \$150 co-pay per cassette applies. This feature excludes repairs for specialty cassettes (oncology, mammography, stitching, etc.). (Included in Elite and Select)

### **Software Upgrades**

Always receive the latest 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. (Included in Elite and Select)

### **Remote Technical Assistance - network and configuration changes**

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. Take advantage in the latest remote technologies to streamline support. Screen sharing is used in order to better demonstrate operation to users. (Included in Elite, Select, and Basic)

### **On-Site Labor, Preventive Maintenance, and Software Updates**

On-site support from qualified service engineers to perform scheduled preventive maintenance or correct difficult problems. 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. (Included in Elite, Select, and Basic)

### **Technical Call Center - phone support**

24/7 phone support to assist with any operational support or performance anomaly. Whether the day or evening shift, users 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. (Included in Elite, Select, and Basic)

### **Parts Coverage**

Normal wear and tear part exchange/replacement. Provides quick access to replacement parts when an unexpected problem occurs, minimizing downtime. (Included in Elite, Select, and Basic)



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## **Konica Minolta Medical Imaging**

411 Newark Pompton Turnpike

Wayne, NJ 07470

Tel: (973) 633-1500 Fax: (973) 523-7408

[konicaminolta.com/medicalusa](http://konicaminolta.com/medicalusa)

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