Blue Moon for AeroDR – Descriptions of Lifecycle Elements

The lifecycle elements covered by Blue Moon for AeroDR 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 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)

On-site 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 AeroDR working knowledge, productivity, and clinical confidence. (Included in Elite)

Panel Protection – covers accidental panel damage

Covers the AeroDR panel against accidental drops or bumps. In the event of such an accident, the panel is diagnosed and repaired or replaced as needed with fixed maximum copay. Since the AeroDR panel is the most costly item of the system to replace, this benefit insures peace of mind for wireless workflow environments. (Included in Elite and Select)

Aero Remote – remote evaluation and monitoring services

Immediate remote system or panel evaluation to confirm usability and maintain clinical confidence after minor drops or bumps or any time there is a performance concern. Minimize uncertainty and downtime by confirming the proper operation of an AeroDR panel if the panel has been dropped during routine operation. (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 diagnose 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 bug fixes – 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)