



Paradigm Imaging Group

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COLORTRAC SG SERIES 2YR WARRANTY INFORMATION

Thank you for purchasing your Colortrac SG scanner (the “Equipment”). Paradigm Imaging Group is the distributor and provides initial customer support for the Equipment. If you have any problems, please contact your reseller or Paradigm Imaging Group.

THIS WARRANTY MUST BE ACTIVATED. To activate the warranty, the Equipment must be registered within 10 days of receipt. **Note that a service call cannot be placed on your Equipment if the warranty is not activated.** Go to www.scantopia.com, click on the ‘Support’ drop down menu and select ‘Warranty Activations’. If you have any problems activating the warranty, please contact Paradigm Imaging Group at the number below.

WHAT TO DO IF THERE IS A PROBLEM

Contact your reseller or Paradigm Imaging Group at 714-432-7226 or 888-221-7226, 8am to 5pm PST or email support@paradigmimaging.com

Paradigm Imaging Group shall attempt to diagnose the reported failure via telephone or email and, if considered appropriate, attempt to resolve the reported failure by requesting the customer to carry out any required standard operational maintenance, provide sample files or make adjustments which the customer can reasonably be expected to conduct. Our experience is that most problems can be resolved through telephone and email support.

If the failure cannot be resolved in this manner then, if required, parts will be sent and a technician will be dispatched to the customer’s site.

WARRANTY INFORMATION SUMMARY

The Equipment comes with a standard two-year on-site warranty to maintain it to the manufacturer’s specifications based on information from the manufacturer. The manufacturer determines what is repairable under the warranty. If the customer has a problem, the Reseller or Paradigm Imaging Group will work with the customer to resolve the problem and to determine if the problem is caused by a defect in the scanner.

The warranty does not cover the software or computer configuration, or installation issues. Paradigm Imaging Group will provide, to the best of our ability, telephone and email support for these issues. Consumable items are not covered under the warranty. Please see LIST OF CONSUMABLE ITEMS.

The warranty does not cover damage to the Equipment caused by misuse, neglect or accident, or damage caused by shipping or moving the Equipment.

If the Equipment is damaged during installation (i.e.: such as inserting the cable improperly) then the customer will have to pay time and materials for a service technician to repair the Equipment.

If a technician is called on-site and it is determined that the problem is not covered under the TERMS AND CONDITIONS of the warranty, then the customer will be liable for time and material charges. Please see the WARRANTY TERMS AND CONDITIONS.

At the end of the two-year warranty period, the on-site warranty agreement may be extended by renewing the agreement before the end of the existing agreement. If there is a lapse in the on-site warranty agreement, the service provider will require a maintenance visit (at customer's expense) before an agreement may be renewed.

STANDARD ON-SITE SERVICE AGREEMENT (Colortrac SG Scanner)

TERMS AND CONDITIONS

1. This Service agreement for this Equipment shall commence on the date the Equipment first ships from Paradigm Imaging Group. Access Services agrees to provide service under this agreement for the term specified from the date thereof.
2. The services purchased as detailed on the service agreement include parts (except the manufacturer recommended consumables or if the manufacturer determines that a part is not warrantable), labor and travel to maintain the Equipment based on the manufacturer's information. It does not include problems caused by the software application or operating system conflicts or configuration; or, other non-hardware related issues.
3. Service agreement will not include electrical work external to the Equipment, maintenance of accessories, attachments, machines or other devices not listed in this contract, or repair of components, or peripherals damaged resulting from accident, neglect, misuse, or failure of electrical power or causes other than ordinary use. It will also not include painting or refinishing or furnishing materials therefore, making conversions, or adding or removing attachments or other devices.
4. If a repair is made under warranty and, after reviewing the defective part, the manufacturer determines that the damaged was caused by action or inaction the customer, the manufacturer may determine that the part is not covered by the warranty. In which case, the customer would be responsible for the cost of the repair at the Time and Materials rates then in effect.
5. Neither Paradigm Imaging Group, nor Access Services shall be responsible for any loss of business or production while the equipment is out of service. Neither Paradigm Imaging Group, nor Access Services shall be responsible for any loss of function of the equipment if the manufacturer indicates that the Equipment cannot be repaired to full function.
6. The customer is responsible for the purchase and maintenance of all consumables and operator cleanings as specified by the equipment manufacturer. If preferred, Access Services can provide this service at the Time and Materials rates then in effect.
7. If other than an Access Services Representatives shall at any time perform repair or maintenance service on a unit, and if in the judgment of Access Services the cost of service will thereby be increased. Access Services may discontinue service for such units hereunder. Service for any Equipment discontinued hereunder will hereafter be furnished, if requested, at Access Services' established time and material charge then in effect.
8. Unless otherwise stated, this agreement is for service during Access Services' normal working hours, which are 8:00am to 5:00pm customer's local time, Monday through Friday, except holidays.
9. Unless contracted, after hour service requested by the customer on all units, regardless of nature, will be charged at the rates then in effect. This service, performed entirely during the hours other than normal working hours, and so requested by the customer whether for their convenience or under emergency service required will be furnished on an "if available" basis.

10. Access Services Representatives shall have full and free access to the units to perform services thereon. Access Services shall not be responsible for failure to render service due to any and all causes beyond its control.
11. If parts are needed, they will be shipped to the site before an Access Services Representative is sent on-site.
12. There shall be added to the charges provided for in this agreement amounts equal to any taxes, however designated, levied or based on such charges or on this agreement, or on the service rendered or parts supplied pursuant thereto, including state and local, sales, use, privilege or excise taxes based on gross revenue, and any taxes or amounts in lieu thereof paid or payable by Access Services in respect of the foregoing, exclusive, however, of taxes based on net income.
13. Neither the benefits nor the obligations of this agreement are assignable or transferable without the written consent of Access Services.
14. In rare instances, it may be determined that the Equipment cannot be fixed in the field. In such a case, Paradigm Imaging Group and Access Services reserve the right to remove the equipment for repair and are not responsible for providing temporary replacement equipment while the equipment is being shipped and repaired offsite.
15. Any Service calls necessitated by factors outside of the equipment covered under a service agreement will be billed to the customer at Access Services' then current time and material rates.
16. Payments terms are net 30 for any services that do not fall under this agreement.

LIST OF CONSUMABLE ITEMS

Scan Glass
Normalization Target
Stitch Target
External Cables
Belts
Rollers
Paper Hold Down Roller
All Outer Covers and Stand

This is a list of the most common items considered to be consumable and, therefore, not under warranty. Other items may not be warrantable as determined by the manufacturer.