



Paradigm Imaging Group

3010 Red Hill Avenue, Costa Mesa, CA 92626
Phone: (714) 432-7226 - Fax: (714) 432-7222
Web: www.paradigmimaging.com

1-YEAR GRAPHTEC SCANNER ON-SITE SERVICE INFORMATION FOR CSX500 SERIES SCANNERS

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

The Equipment comes with an on-site service agreement upgrade from the standard manufacturer’s warranty.

ON-SITE SERVICE AGREEMENT MUST BE ACTIVATED. To activate the on-site service agreement, the scanner must be registered within 10 days of receipt. **Note that a service call cannot be placed on your scanner if the agreement is not activated.** Go to www.scantopia.com, click on the “Support” dropdown menu and select “Warranty Activations”. If you have any problems, please contact Paradigm Imaging Group at the number below.

WHAT TO DO IF THERE IS A PROBLEM

Contact your reseller; or contact 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 or simple adjustments which the customer can reasonably be expected to conduct. Most reported problems can be resolved in this manner.

If the failure cannot be resolved in this manner then Paradigm Imaging Group will arrange for a repair technician to visit the customer’s site.

ON-SITE SERVICE AGREEMENT INFORMATION SUMMARY

The Equipment comes with a one-year on-site service agreement to maintain it 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 Equipment.

The on-site service agreement does not cover software, computer configuration, network configuration, or installation issues. The manufacturer determines if a part is warrantable. In addition, consumable items are not covered. Please see LIST OF CONSUMABLE ITEMS.

The maintenance agreement does not cover damage to the Equipment caused by misuse or neglect, or damage caused by shipping or moving the Equipment from its initial installation address.

If anyone other than a factory authorized personnel installs the Equipment and the Equipment is damaged during installation (i.e.: such as inserting cables 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 service agreement, then the customer will be liable for time and material charges.

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

STANDARD ON-SITE SERVICE AGREEMENT (Graphtec Scanners)

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 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. Neither Paradigm Imaging Group, nor Access Services shall be responsible for any loss of business or production while the equipment 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.
5. The customer is responsible for the purchase and maintenance of all consumables and operator cleanings as specified by the Equipment manufacturer(s). If preferred, Access Services can provide this service at the Time and Materials rates then in effect.
6. If other than an Access Services Representatives shall at any time perform repair or maintenance service on the Equipment, 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.
7. 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.
8. 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.
9. 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.
10. If parts are needed, they will be shipped to the site before an Access Services Representative is sent on-site.

11. 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.
12. Neither the benefits nor the obligations of this agreement are assignable or transferable without the written consent of Access Services.
13. 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.
14. 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.
15. Cancellation of this contract by either party requires a 30-day written notice.
16. Payments terms are net 30 for any services that do not fall under this agreement.

LIST OF CONSUMABLE ITEMS

Scan Glass
All Calibration Targets
All Outer Covers and Attachments
All Rollers
External Cables
Document Guides (black plastic strips over the drive rollers)
Carrier Sheet
White Document Rollers

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.

This is the Standard Manufacturer's Warranty for your Graphtec Scanner. All scanners are covered under this warranty. This scanner is also covered under this 1-year on-site service agreement if it has not been purchased under the Dealer Service program.

Limited Warranty Graphtec America, Inc.

Graphtec America, Inc. (GAI) warrants that Covered Products will be free of defects in workmanship and materials for the Warranty Period. GAI will repair or replace, at GAI's option, any failure of the Covered Products during the Warranty Period without charge to the Eligible Purchaser, except as specified below.

Eligible Purchaser: This warranty is limited to the original purchaser in the United States of America or Canada of a Covered Product for its business use in the United States of America or Canada. This warranty may not be transferred nor is it available to any subsequent purchaser of a Covered Product.

Covered Product: This warranty covers products manufactured by Graphtec Corporation, and its affiliated manufacturers, and distributed by GAI, which are purchased by an Eligible Purchaser from GAI or an authorized GAI reseller for business use in the United States of America or Canada.

Warranty Period: This warranty begins on the date the Covered Product is first purchased for use from GAI or an authorized reseller of GAI. This warranty ends on the 1-year anniversary of the purchase date, except as follows: (I) Warranty coverage for the CSX500 Series Scanner products end on the 1-year anniversary. (II) Warranty coverage for the FC7000 Series Friction Feed Cutting Pro Plotter products ends on the 3-year anniversary. (III) Warranty coverage for the CE3000MK2 Series Friction Feed Cutting Plotter products ends on the 2-year anniversary of the purchase date. Notwithstanding the above warranty coverage, the friction feed mechanism components such as grit rollers and pinch/push rollers equipped on the FC7000 and CE3000MK2 Series cutting plotter products, and accessories such as stands, media brackets and external media feed mechanisms, ends on the 1-year anniversary of the purchase date.

Obtaining Repair/Replacement: If you have any claim under this warranty, contact GAI at 1-800-854-8385, 1251 East Dyer Rd. Ste 110, Santa Ana, CA 92705. Describe your problem and submit proof of purchase to obtain a "warranty authorization number" as required by GAI. Then deliver the Covered Product to GAI, with freight and insurance prepaid, using the original shipping container, if available. GAI will return the Covered Product or its replacement to you in the United States of America or Canada via surface freight, with freight and insurance charges prepaid.

What is Not Covered: This warranty does not cover any damage to or failure of Covered Product arising from or related to the following:

- Damage or failure due to shipment, fire, flood or other acts of God.
- Damage to or failure of a Covered Product which has been altered in any manner, or for which the manufacturer's or GAI's identification marks or serial numbers have been removed or altered.
- Damage or failure related to improper installation or maintenance.
- Damage or failure related to neglect, abnormal physical or electrical stress, misuse, abuse, improper operation, or failure to follow the most current instructions published by GAI for proper use of the Covered Product.
- Damage or failure that GAI concludes in its reasonable judgment has been caused by or is related to the use of consumable supplies other than those supplied or specifically recommended by GAI.
- Damage or failure that GAI concludes in its reasonable judgment has been caused by or is related to use of any other hardware, peripheral device or software in connection with the Covered Product.

Other Terms: This warranty gives the Eligible Purchaser specific legal rights and you may have other rights, which vary from state to state. No other person may obligate GAI or Graphtec Corporation, and their affiliates, for any liability or obligation with respect to Covered Products beyond the provisions of this warranty. ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO A COVERED PRODUCT IS LIMITED IN DURATION TO THE WARRANTY PERIOD UNDER THIS WRITTEN WARRANTY. PERFORMANCE OF REPAIRS OR REPLACEMENT OF COVERED PRODUCTS IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. GAI AND GRAPHTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF THIS WRITTEN OR ANY IMPLIED WARRANTY.*

Please see separate warranty statement for consumable items.

*Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. (Contents of this document are subject to revision without notice.)