



Paradigm Imaging Group

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1-YEAR EIS SUPRA SYSTEM ON-SITE SERVICE INFORMATION

Thank you for purchasing the EIS Supra system. The EIS Supra consists of a Graphtec CSX5x0 series scanner, a Canon iPF750 printer, a Rocket controller, and stand (the "Equipment"). Paradigm Imaging Group is the distributor of Graphtec scanners and, together with your dealer, provides initial customer support for the EIS Supra. If you have any problems, please contact your reseller or Paradigm Imaging Group.

The Equipment comes with a 1-year on-site service agreement. After that, a yearly service agreement can be purchased.

The on-site service for the Canon printer is provided by Canon and is governed by the warranty received with the Canon printer (in the Canon printer box). The on-site service for the Graphtec scanner and the Rocket scanner controller is provided by Access Services through Paradigm Imaging Group.

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

For the Canon printer, you can also contact Canon, Inc.'s help desk at 800-423-2366, 8am to 8pm EST or on the Internet at www.usa.canon.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.

For the Graphtec scanner and Rocket controller, 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.

For the Canon printer, Canon, Inc. determines if, and when, a technician is sent out to repair the Canon printer.

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 to repair the Graphtec scanner or Rocket controller 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.

For information on the warranty for the Canon printer, contact Canon at the number above.

**STANDARD ON-SITE SERVICE AGREEMENT
(Graphtec CSX5x0 series scanner and Rocket controller)**

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 Equipment 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

- Scanner**
- Scan Glass
 - All Scanner Rollers
 - All Calibration Targets
 - All Outer Covers and Attachments
 - External Cables
 - Document Guides (black plastic strips over the drive 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.
- Printer**
- Ink
 - Printhead
 - Maintenace Catridge
 - All Outer Covers and Attachments
 - External Cables
- 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.