







Wide Scanners and Systems
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Choosing The Best Support Plan

Support Plans are available for every Contex Product sold by Wide Scanners and Systems anywhere in the U.S.

Warranty or Support Plan	Replacement Parts	On-Site Service	Unpack and Assemble	Install Hardware	Scanner Calibration	Install Software	Operator Training	Telephone Support	Software Updates	Discounted Upgrades	Discounted Parts
 CONTEX WARRANTY Manufacturer's Warranty included with every Scanner Coverage Period – 24 months	■										
 EXTENDED WARRANTY Extended Warranty available for every Scanner Model Coverage Period – options for 24 months to 60 months	■	■						■			
 INSTALLATION AND TRAINING Service available for every Scanner Model Coverage Period – options for 24 months to 60 months		■	■	■	■	■	■				
 TELEPHONE SUPPORT Service available for every Scanner Model Coverage Period – 12 months - renewable annually								■	■	■	■

Contex Warranty (services provided by Contex)

Your Contex system monitors vital parts such as lamp and dust filters and lets you know when it's time to consider a replacement. The warranty period is two (2) years from the date of invoice to the final customer. Parts affected by normal wear and tear (lamps, glass, white background plates, filters) are not covered by the warranty. Contex' support obligation is limited to the repair or replacement of faulty parts. The obligation only entails faulty items which are not results of; faults or negligence of the user, improper / unauthorized use of the scanner, attempts to repair the equipment by the user or unauthorized persons, or causes external to the equipment or part thereof such as, but not limited to, power failure, catastrophes or unusual environmental conditions.

Extended On-Site Warranty (services provided by Decision One)

Converts the standard manufacturers' warranty to on-site warranty. On-site warranty service excludes charges for non-warranty repair parts (white background plates, glass plates, filters, calibration sheets and fluorescent lamps). Grace period for registration is 30 days after delivery date. Renewals must be before the expiration date of an existing service agreement to be exempt of pre-inspection requirements. To be eligible for extended warranty service if the scanner is not currently covered by a service agreement, an initial unit-inspection service call may be necessary.

- Phone support weekdays from 8 am - 5 pm. 2 hour average response time
- Next Business Day average on-site response time in major metro areas
- Hardware service labor and replacement parts are included
- Installation/integration services not included.

On-Site Installation and Training (services provided by Wide Scanners and Systems)

Includes unpacking all components, scanner activation, connecting the scanner to the host system, installation of scanning software, scanner calibration, and Operator Training.

- Unpack and set up the scanner's support stand
- Unpack and set up Touchscreen PC for MFP Models
- Unpack and place scanner on support stand with Customer Assistance
- Install WIDSystem Tools including drivers and Scanner Maintenance utilities
- Activate scanner for models requiring license activation
- Perform basic scanning using presets, image preview and adjustment, output files settings, accounting and batch scanning
- Install Nextimage Scan and Archive or Nextimage REPRO software
- Review cleaning and maintenance instructions
- Perform a full scanner calibration and update all firmware and settings
- Overview of Operator's Panel, document feeding and scanner adjustments
- Provide software overview of WIDSystem utility and Nextimage Software

Training is interactive and includes demonstration, followed by "hands-on" exercise sessions. Detailed software training is not included in the installation fee but is available for an additional fee. Network and software integration and movement of scanner and components to the host system location is not included. Pricing based on service location and includes time and travel expenses.

Technical Support Services (services provided by Wide Scanners and Systems)

Support services of a trained technician to respond to technical questions and to provide instruction and advice via telephone or email. Technician will provide advice based on information provided by Customer, and may request written descriptions, sample data, or examples from Customer. Technical Support Plan provides coverage for 12 months and is renewable annually. Customers covered by a Technical Support Plan receive no-charge firmware / software updates with installation support, as well as discounts on all software upgrades and replacement parts.

Details of each Support Plan are available on request