Scope of Maintenance Services

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**SERVICES INCLUDED IN THE RELAX RATE CONTRACT**

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| Mechanical and electronic services | Description |
| a) Device diagnostics | Performing diagnostics of the problem on the device. |
| b) Maintenance and regulation of the device | Checking the correct operation of the device, cleaning and adjustment of the device. |
| c) Servicing replacement | Replacement of service parts. |
| d) Programming device settings | Programming or configuration of device settings and adjustment of the electronicand/or mechanical system of the device |
| e) Commute to the customer | Commute to the installation site of the device. |
| f) Mechanical failure repair | Repair of mechanical failures of the device not attributable to the user. |
| g) Periodic inspection of the device. | Periodic inspection of the device, making replacements as necessary. |
| h) Basic training | Basic training after installation of the device max. 6 persons and 1 h. |
| 1. Installation of the device, installation of drivers
 | Installation of the device at the customer's |
| Software services | Description |
| a) Provision of device drivers | Provision of required drivers by Konica Minolta. |
| b) Update and configuration of device drivers | Update of device drivers by Konica Minolta required by the manufacturer. |
| c) Re-installation of device drivers. | Konica Minolta's support during controller installation by the Lessee's system administrator |
| d) Device firmware update and configuration | Update of firmware on the device by Konica Minolta required by the manufacturer. |
| e) Start-up of 1 workstation | Konica Minolta’s support during configuration of work for one working position by the Lessee’s system administrator |
| f) Monitoring of the device  | Monitoring of the device along with automatic material ordering service (e.g. toner), meter readings, service requests - repair type. |
| Other services |
| 1. Delivery of consumables and servicing parts in accordance with the demand. Delivery of consumables which is not related to a servicing visit. Delivery of parts necessary for the proper servicing of the equipment.
2. One-off delivery of the device to the installation site.
3. HotLine Engineer support service between 8am and 4pm.
4. 24-hour access to the Ebiz customer portal.
5. Response time 16 h.
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**EXTRA CHARGEABLE SERVICES - NOT INCLUDED IN THE BASIC FEE**

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| Installation | Description |
| a) Extension of equipment | Installation of optional equipment of the device and training on the operation of options of connected elements. Applies to options of devices purchased at Konica Minolta. |
| b) Re-installation of software for printing and document management. | Re-installation and configuration of software for printing and document management [applies to free software supplied with purchased equipment] / [service performed with the assistance of the system administrator] |
| c) re-installation of the device on the customer’s server platform [Windows, MacOS, Novell, Linux, Unix, AS400] | Re-installation and configuration of the device together with network operation options. Re-installation of the PS and /or PCL driver on the Windows, MacOS, Novell, Linux, Unix, AS400 server platform and/or re-installation of drivers on one workstation [service performed with the assistance of the system administrator]. Re-installation of printer drivers PS and/or PCL6 on 1 workstation. |
| d) Re-installation of device drivers | Re-installation and configuration of drivers required by Konica Minolta. |
| e) Relocation of the device | Relocation of the device (de-installation, preparation of the device for transport, transport, and re-installation) within the same location of the de-installation |
| f) Relocation of the device outside the city | Relocation of the device (de-installation, transport of the device, and re-installation) outside the location of the de-installation |
| g) De-installation of the device | Final de-installation of the device after the end of the contract. |
| Additional training services | Description |
| a) Basic user training | Device operation training – printing, scanning, replacement of consumables, removal of paper jams, software change of printing parameters in the device driver [scope and duration of training in accordance with the training card for a given device] |
| b) Advanced user training | Training in the use of advanced device functions [scope and duration of training in accordance with the training card for a given device]. Group of up to 6 persons |
| c) Administrator training | Rules for connecting and configuring the device in the network. Rules for installation and operation of drivers and software tools for device management [scope and duration of training in accordance with the training card for a given device]. Group of up to 2 persons |
| d) Colour management training | Fiery, Creo, Hicari selection of drivers for printing, parametrisation [scope and duration of training in accordance with the training card for a given device]. Group of up to 3 persons |
| Software services | Description |
| a) Configuration of device drivers | Configuration of device drivers in accordance with the needs and at the request of the customer |
| b) Programming device settings | Change of default settings of the device, available from the service or administrative level, at the customer’s request |
| c) Hourly software service | Hourly software service |
| d) Start-up of up to 3 workstations | Start-up of up to 3 workstations |
| e) Start-up of up to 8 workstations | Start-up of up to 8 workstations |
| f) Start-up of up to 12 workstations | Start-up of up to 12 workstations |
| g) Device menu configuration | Device menu configuration |
| Colour management services | Description |
| a) Print driver calibration | Spectrophotometric calibration of the printer (linearisation) |
| b) Monitor calibration | Spectrophotometric calibration of the monitor |
| c) Linearisation of the device | Device Linearisation |
| d) Creating ICC profile together with calibration | Spectrophotometric calibration of input / output devices – scanner / monitor / printer. Preparing ICC profiles for the monitor/ scanner/ printer, installation of profiles in the system |
| Other services | Description |
| a) Removal of paper jams | Removal of paper jams in the device |
| b) Valuation of mechanical damage repair | Evaluation of the technical condition of the device along with the valuation of the cost of repair of mechanical damage caused by the user |
| c) Repair of mechanical damage | Repair of mechanical damage to the device caused by the user |
| d) Programming of device drivers | Programming drivers at the customer’s request |
| e) Services after service hours | Service performed at the customer's request outside the standard business hours of the service outside Mon - Fri 08:00-16:00 |
| f) Data security | Transfer of data to another device Configuration of Bizhub SECURE setup packageConfiguration of settings related to IT security Passphrasing with encryption of mass storage contentsActivation of encrypted communication and creation of SSL certificate Disabling of unsecured communication protocols Activation of user authenticationAutomatic overwriting of temporary data on mass storageChange the Administrator’s password |
| g) Supply of staples, paper | Supply of staples suitable for the Finisher. Supply of paper. |

The list of maintenance services together with the Price List of Services is available on the Ebiz Customer Portal at: [eCommerce - Login (konicaminolta.pl).](https://ecommerce.konicaminolta.pl/pl-pl/account/login?ReturnUrl=%2fpl-pl%2f) When logging into the Customer Portal, the Lessee can place individual orders for the provision of maintenance services by the Lessor.