



Imaging 411 Inc. Third Party Maintenance

Imaging 411 Service Options

- Maintenance Contracts
- Onsite Time and Material
- Depot Time and Material
- Advance Unit Replacement
- Software Support
- Equipment Installation
- Product Training
- Equipment Relocation
- Equipment Supplies

Production scanning equipment does fail, and requires periodic maintenance regardless of how reliable the manufacturers claim their products to be. The reality is; scanners need to be cleaned, normal wear parts, such as rollers and belts, need to be replaced, and CCD's require adjustments. Imaging 411 offers the most comprehensive service plans at very competitive prices to help maximize your uptime and investment.

All Imaging 411 Contracts Are Guaranteed with "Risk Free Excellence"

Imaging 411 not only claims to provide excellent service, but we offer it risk free. If for any reason, you are not satisfied with the level of service you receive from our staff, and no longer wish to use our service, all you need to do is call, and cancel the contract on the spot. We will immediately refund you the pro-rated portion of your contract and any pre-payments.

"Risk Free Excellence" takes customer satisfaction within the imaging industry to the next level



Maintenance & Supplies



Imaging 411 Third Party Maintenance Features:

Nationwide Service: Imaging 411 offers third party maintenance within the continental United States.

Business Friendly Equipment Maintenance Agreements (EMA): We offer a wide range of EMA's to fit your scanning and business requirements. All EMA's are backed by our "Risk Free Excellence"™ guarantee

Flexible Payment Options: We offer our customers (with approved credit) flexible payment options (pre-pay, quarterly and monthly based payments). We believe maintenance contracts are critical to the success to your business, and will work with you to make sure they minimally impact your cash flow.

Prompt and Friendly Service: All calls are greeted by our friendly Help Desk staff who will promptly answer, record and direct your call to an engineer for resolution.

Factory Trained Engineers: All Imaging 411 engineers are manufacturer trained and certified with an average of 15 years of experience in the field.

Toll Free and On-line Support: Imaging 411 gives their customers the option of placing service calls toll free or on-line. Our web-site enables users to request hardware maintenance and schedule Preventive Maintenance calls on-line.

Why Imaging 411 Created "Risk Free Excellence"

Maintenance companies tend to think highly of the service they provide or at least want you to think highly of it, as they often tout;

"Near 100% Customer Satisfaction"
"Guaranteed Satisfaction or your money back"
"Total Quality Management"
"Maximized Uptime"

These general claims to success and high levels of customer satisfaction are easy to place in a web page, or magazine ad, but what does it really mean, and how do these companies stand behind their claims.

The management of Imaging 411 believes that the only true way to stand behind such claims is to not hold customers hostage with fine print maintenance contracts that require 30 - 90 days written notice of cancellation or, even worse, don't even offer the customer the option of canceling the contract before it's expiration, regardless of the reason.

At Imaging 411, not only do we claim to provide you with excellent service, but we offer it to you risk free. If for any reason, you are not satisfied with the level of service you receive from our staff, and no longer wish to use our service, all you need to do is call, and cancel the contract on the spot. We will immediately refund you the pro-rated portion your contract and pre-payments if applicable.

If you have been in the industry for a while, you may still be skeptical, wondering how long it will take for you to get your money back, we assure you it will be in less than 30 days, but if that's not good enough, we offer monthly payment options to our customers for convenience and to minimize your risk even further. That's why we call it "Risk Free Excellence".

A Risk Free Source For Your Kodak Maintenance

Imaging 411 offers maintenance contracts on almost the entire Kodak product line, including but not limited to;

- All Kodak Micrographic Equipment
- 2000 / 3000 / 4000 Series Scanners
- 5000 Series Scanners
- 7000 Series Scanners
- 900 / 9000 Series Scanners
- ImageLink 30, ImageLink 70
- 9600 Digital Archive Writer
- 7300 Intelligent Microfilm Scanner

Imaging 411 Inc

866-411-4624
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Imaging 411 Inc. Services & Solutions

Annual Maintenance Contracts

The best way to control your maintenance costs and ensure your scanning equipment is available when you need it. Our maintenance contracts are designed to reduce down time by addressing potential problems before they arise. Imaging 411 includes quarterly preventive maintenance calls (PM's) that are arranged based on your businesses schedule. At that time, the units are inspected and cleaned by our factory trained Service Engineers. Imaging 411 offers numerous plans to fit your business needs and budget, ask about our different Equipment Maintenance Agreements (EMA), and our budget friendly monthly payment options.

Time and Materials

We realize that based on a number of circumstances, maintenance contracts aren't always an option. For this reason, Imaging 411 provides on-site service based on our time traveling and on-site plus parts used. Customers are billed based on a per call basis, and receive the same quality of service as our contract customers.

Advance Unit Replacement

For some equipment advance unit replacement contracts are available. Upon confirmation that a customers unit has failed, a replacement unit is shipped the same day. Customers merely pack up the old unit when the new one arrives and ships it back to our offices, minimizing downtime to typically less than 24 hours.

Equipment Installation, Relocation and Training

Imaging 411 offers installation and training services for all of the equipment we maintain. Whether it is for an initial installation, relocation or refresher training, Imaging 411 factory trained service engineers will make sure your staff is ready to meet your production demands.

Certified Pre-owned Equipment

Imaging 411 offers pre-owned equipment that has been refurbished and certified by our engineers. 411 Certified equipment comes with a 90 day warranty and is eligible to be placed under annual maintenance contracts. Please check our website or call for equipment availability and special.

Parts and Supplies

Imaging 411 offers replacement parts and supplies for most manufacturers equipment. Please call us for availability and pricing.

