

# EXTENDED PROTECTION PLANS

Scanner Service Contract



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# Comprehensive Coverage for Your Scanner...

nextScan's Extended Protection Plans provide your organization an unprecedented level of protection from unexpected repairs. Virtually all major components of your scanner are covered, except for consumables.



# nextScan Extended Protection Plans

The nextScan Extended Protection Plan is the most valuable investment your organization can make to extend the life of your microfilm scanner and ensure it remains operative for as long as possible. With two levels of coverage, you can add value by keeping your scanning system in top shape at a price point that fits within your budget. The plan provides your organization with protection that goes beyond your standard 1-year limited warranty. If any defect is discovered in the product under the extended protection plan, nextScan will either repair the defect or replace the product free of charge. The Plan helps your organization avoid potential downtime and ensure the longevity of your scanner by providing you with quick turnaround depot repair, emergency technical support assistance, regular software updates and annual preventative maintenance.

nextScan's Extended Protection Plans are created exclusively with the longevity and performance of your scanner in mind. Since your scanner is backed and supported by nextScan, you can rest assured that coverage will be available and swiftly executed when you need it.

## Your Choice of Coverage

You have the choice of protection tailored to your needs and budgetary requirements by selecting the coverage plan that is right for you. nextScan offers two variations of the Extended Protection Plan for full system coverage with the option to purchase multi-year plans for long-term coverage.

If full system coverage is not within your budget, customers can also choose to cover individual hardware components rather than entire scanning systems. Optionally, customers can also choose to purchase block hours for remote technical support.

\*Monthly payment options available under rental agreement.

## Unlimited Freedom

With the nextScan Extended Protection Plan, there is no limit to the number of claims for covered parts and repairs.

## Service You Can Trust

All nextScan repairs are serviced by authorized and trained technicians at nextScan's Meridian, Idaho manufacturing plant. Turnaround times on average range from 2 to 5 business days.

## All Full-System Extended Support Plans Include

Quick Turnaround Depot Repair, Software Updates, Technical Support, Preventative Maintenance

**Option 1:**  
**Extended Protection Plan**  
*Remote Technical Support*  
*Full System Coverage*

When your organization opts for remote services, you gain access to support technicians that will help you solve technical issues using remote help desk support tools.

**Option 2:**  
**Extended Protection Plan**  
*On-Site Technical Support*  
*Full System Coverage*

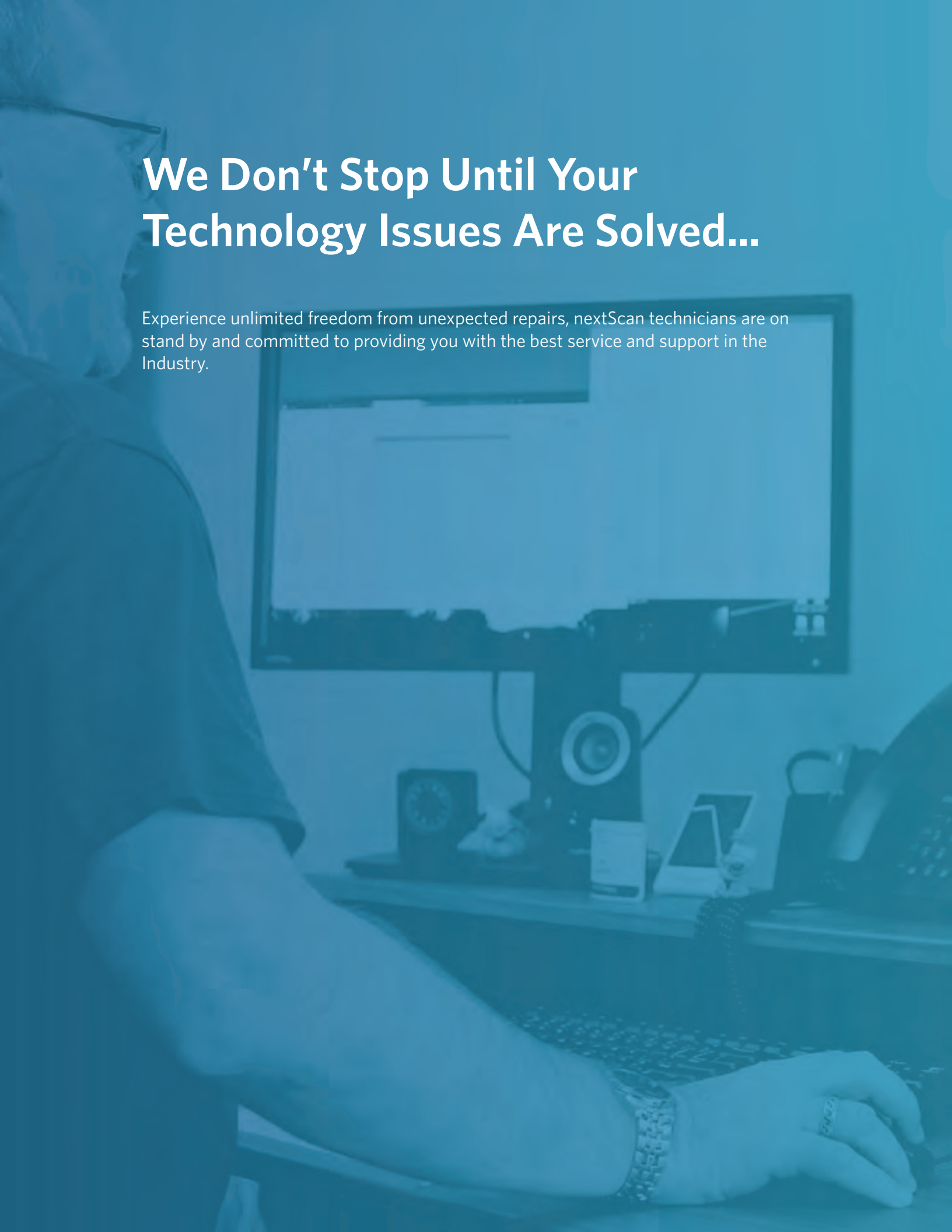
When your organization opts for on-site services, you gain access to nextScan certified technicians who will service and repair the scanner right at your doorstep.

**Option 3:**  
**Limited Support Plan**  
*Optional Remote Support*  
*Limited System Coverage*

Your organization can choose to cover individual hardware components of your scanning system and/or purchase block hours for remote technical support.

# We Don't Stop Until Your Technology Issues Are Solved...

Experience unlimited freedom from unexpected repairs, nextScan technicians are on stand by and committed to providing you with the best service and support in the Industry.



# Technical Support and Software Upgrades

Your Extended Protection Plan affords you unlimited technical support assistance and software upgrades to keep your scanning operations on track. Our certified technical support technicians will help you fix problems fast, so your team can continue focusing on project implementation with ease of mind. With so many options for support, you can rest assured the technicians at nextScan are committed to providing you the best service and support in the industry!

## Unlimited Technical Support

The Extended Protection Plans provide unlimited telephone and/or email support for covered warranty issues.

Under the Extended Protection Plan technical support hours may be purchased at a discounted rate for non-warranty support issues.

## Around-the-Clock Assistance

Support via phone or email assistance is available between the hours of 8:00 AM - 5:00 PM (MST).

Support outside of normal business hours is available and can be scheduled in advance with a nextScan support technician.

## Software Updates

Your investment includes not only the technical capabilities available when you purchased the software but all the research and development that follows. Updating your software opens the door to enhanced tools and features that enable increased productivity, improved ease-of-use and assurance that you are maximizing your technology investment.

## Remote Screen Sharing/Control

nextScan conducts screen sharing and remote access through GoToMeeting, an online meeting, desktop sharing, and video conferencing software that allows you to meet with expert technicians in real time.

nextScan technicians, will try to accommodate other conferencing applications if requested by customer.

## Obtaining Service

In order to obtain assistance, customers have 3 options for contacting support:

SUPPORT REQUEST 

Create a Support Request at [nextscan.com/support/create-support-request/](https://nextscan.com/support/create-support-request/)

SUPPORT@NEXTSCAN.COM 

Email [support@nextscan.com](mailto:support@nextscan.com) detailing:

- Agreement Number
- Product Description & Serial Number
- Description of Support Request

+ 1 208 514 4000 

Call + 1 208 514 4000  
Monday thru Friday  
8:00AM-5:00PM (MST)  
*Excluding Holidays*

# Protect Your Investment...

Annual preventative maintenance helps protect the performance and longevity of your scanner. Consistent preventative maintenance has enabled major nextScan clients to successfully operate scanners for nearly two decades.

# Annual Preventative Maintenance

Scanner maintenance is essential to supporting the performance, reliability, longevity, and ROI value of your microform scanner. In order to ensure optimal scanning speeds and accuracy, end users should send scanners in for annual maintenance checks.

Your extended protection plan affords you one preventative maintenance (PM) per year. PM includes all labor and non-consumable parts. All PM work will be conducted at the nextScan manufacturing plant unless otherwise agreed upon.

Help protect your new scanner with the following benefits of your annual PM:

## Convenience

Analyzing equipment for available and suggested updates is simple. Simply send your scanner into the factory.

nextScan technicians will run a comprehensive diagnostic analysis to determine if your scanner is in need of any updates or fixes. Turnaround times on average range from 2 to 5 business days.

## Factory Trained Technicians

A nextScan trained technician knows your scanner best, and can identify potential problems during regular maintenance that may be missed by your IT technician.

## Enhanced ROI Value

Downstream exceptions cost your business time and money. Efficient throughput is the key factor creating successful business processes for high volume microfilm digitization. Consistent preventative maintenance has enabled nextScan clients to successfully operate scanners for nearly two decades. Data processed with efficiency means more revenue streaming into your business.

## Scanner Maintenance Tips:

- Alignment:** Verify that film is tracking properly, check all screws and lubricate axis as necessary.
- Image Quality:** Ensure that glass is cleaned properly and has no smudges, dust or scratches also check and carefully clean lenses if needed.
- Diffuser:** Clean as directed in NextScan user's manual.
- Rollers:** Clean all rollers as needed using a lint free cloth dampened with water or nonalcohol/nonabrasive solution. Allow rollers to completely dry before replacing.
- Film Path:** Check Supply/Take-up Arm Spring Tension, Test unload and rewind functions. Check parts for wear and ensure there are no loose screws.
- RSD/Scanner/PC:** Check PC fan, check and remove any internal dust build-up. Verify no cable connections are kinked or stressed. Ensure that there are no 3rd party programs running while operating the scanner.
- Storage:** Ensure that your operators are initiating proper backup procedures and that temp folders are cleared regularly.
- Environment:** Ensure that the scanning equipment is stored on a sturdy table or desk and is in a temperate environment with controlled lighting that is as dirt and dust free as possible.

# Ease of Mind, Right at Your Doorstep...

Gain improved product uptime and freedom from digitization roadblocks with on-site service and repairs. nextScan's on-site support program affords your organization flexible and convenient service from qualified experts, right at your doorstep.



# On-Site Service

When your organization opts for on-site support services, you gain access to a team of expert support technicians who will troubleshoot your system remotely. For hardware incidents that cannot be resolved remotely, an authorized nextScan technician will provide on-site technical support on covered hardware to return your scanner back to operating condition.

## Remote Problem Diagnosis

After submitting a support ticket, nextScan technicians will work during your coverage window to identify the hardware issue and troubleshoot, remedy, and resolve the issue.

nextScan technicians may perform remote diagnostics using an on-line desktop sharing application to gain access to covered equipment, or use other tools to facilitate remote incident resolution.

## On-Site Hardware Repair

For technical support issues that cannot be resolved remotely, a nextScan support technician will arrive at your place of business with replacement parts and tools needed to resolve the issue. Technicians will perform on-site to service on covered hardware and return it to operating condition.

## Factory Certified Replacement Parts

nextScan will provide replacement parts and materials necessary to fix the covered equipment, including parts and materials for available and recommended operating improvements.



### We Walk You Through

We begin by working to resolve your technical issue remotely.



### We Visit & Bring Your Parts

If deemed necessary, we schedule an in person visit and bring replacement parts.



### We Fix Your Scanner!

We will replace parts and materials to get your scanner back in operation.

<sup>1</sup> On-site service only available under Extended On-Site Protection plan. Customers that request on-site service but do not have an On-Site Extended Protection Plan will incur additional labor charges.