

# RIMAGE SUPPORT SERVICES

## Maximize Uptime and Productivity

As the world's largest full-line provider of CD/DVD/Blu-ray Disc™ digital publishing systems, Rimage understands the daily challenges of continuous, high-capacity, on-demand disc production. We know that your business relies on your Rimage system, and uptime and quick problem resolution are important.

Rimage Services delivers industry-leading, high-quality world-wide services, offering fast response times, maximized system uptime and unrivaled high-value maintenance agreements that boost your return on investment. Whatever your support need is, Rimage Services has a solution.

## Benefits

### World-wide service

Receive high-quality consistent service and support in over 25 countries around the world. Technicians are Rimage certified, factory-trained and have access to exclusive training tools, resulting in the highest customer satisfaction for the quality and value of Rimage services.

### Fast response times, maximized uptime

Rimage's dedicated technical support specialists are a phone call away and utilize cutting-edge remote diagnostics and troubleshooting to quickly and efficiently address issues. With self-service access to the online Rimage Help Center, you can ask questions, find answers and learn about the latest fixes, updates and online solutions—immediate expertise at your fingertips 24 hours-a-day.

### Unrivaled value boosts return on investment

Rimage maintenance agreements give you clarity, predictable uptime and consistent high-quality disc output from your system. Rather than relying on unpredictable costs and turnaround time frames for service, Rimage maintenance agreements enable you to plan for one, two, three or five years of service.

## Features

- Phone support
- Email support
- Online Help Center
- Delivery of replacement parts and units
- Software updates
- On-site field technician support



## Options

- Next Business Day On-site
- Rapid Exchange
- Exchange
- Software Subscription and Support
- Installation and Training
- Virtual Installation & Training

## Rimage Service Offerings

Even the most reliable equipment requires maintenance and periodic adjustment and repair. Anticipating and preparing for that possibility is easy when you rely on Rimage Service. Like our systems, Rimage Service offerings are designed to meet the level of service you need—from quick solutions over the telephone, to on-site repair or overnight delivery of replacement parts or systems. Rimage Services has the right offering to maintain and maximize system performance for a wide variety of on-demand publishing applications.

	NEXT BUSINESS DAY ON-SITE	RAPID EXCHANGE	EXCHANGE	SOFTWARE SUBSCRIPTION & SUPPORT	WARRANTY
<b>Phone Support</b>	Yes	Yes	Yes	Yes	Yes
<b>Email Support</b>	Yes	Yes	Yes	Yes	Yes
<b>Online Help Center</b>	Yes	Yes	Yes	Yes	Yes
<b>Delivery</b> Arrival of replacement unit or parts or repair time frame	Next business day	Next business day	4-5 days	N/A	Parts: 4-5 business days Repair: 10-15 business days
<b>Software Updates</b>	Yes	Yes	No	Yes	No
<b>On-Site Field Technician</b>	Yes	No	No	N/A	No

Customized service options are available. Please consult Rimage or the Rimage service provider in your country for the specific response times, call hours and service agreement options for your system and for your location.

### Next Business Day On-site

The most comprehensive service offering ideal for those who require hands-free service and support. A Rimage authorized technician will arrive within one business day to unpack, replace the unit or parts, test and prepare replaced items for return shipment to Rimage. Also included are labor, travel, parts, software updates and access to Rimage call center and online Help Center.

### Rapid Exchange and Exchange

These service offerings provide speed and value. Receive a replacement unit or applicable parts for installation with either next-day or 4-5 business day delivery. Also included are direct access to the Rimage call center and online Help Center, detailed replacement instructions, and the necessary return shipping materials, simplifying the return of items to Rimage.

### Software Subscription and Support

Make sure you are always up-to-date with the latest software innovations. You'll receive software updates, service packs, documentation and/or firmware updates so you can maintain optimum performance for your Rimage system and utilize the most recent software feature enhancements.

### Installation & Training — On-site or Virtual

Ensure that both your Rimage system and your operators are fully prepared for production with Rimage Installation and Training. Rimage technicians will unpack, set up and install your Rimage system(s) and address any networking and client-side software installations. Virtual installation is a private remote installation and training session, typically 1 to 1 1/2 hours depending on customer requirements.

Blu-ray Disc™ is a trademark of the Blu-ray Disc Association.