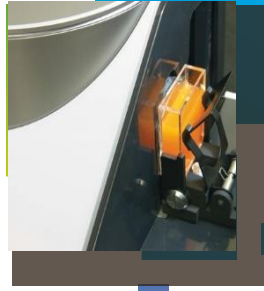




KONICA MINOLTA



Konica Minolta Sensing Service and Support

Konica Minolta instruments are designed to be hard wearing and user friendly. A service agreement, application support, product training and colour training are strongly recommended to all customers to ensure that you get the most out of your instrument and to guarantee its accuracy over the long term.

Service

By selecting Konica Minolta, you have chosen some of the most accurate and reliable optical technology available. All Konica Minolta equipment is guaranteed for 1 year, however, as with all working instruments they require regular expert maintenance and calibration to maintain optimum performance. Providing the world's finest technology is therefore only part of the Konica Minolta service, we also offer our customers the highest levels of after sales support.

Ensures that your instruments will always be in the optimum working order

Konica Minolta's dedicated service department is staffed by specialist technical support engineers, trained to ensure your instruments can be maintained to maximum levels of accuracy and reliability. To this end Konica Minolta provide you with the option of on-site or 'return to base' service agreements, covering all aspects of breakdown and remedial maintenance. Investing in a Konica Minolta service contract ensures that your instruments will always be in the optimum working order, providing you and your customers with measurements that can be relied upon with complete confidence.

Out of Contract Service

If your meter lapses on calibration schedule (6 months after warranty expiry, 14 months since last service or 2 months from end of existing service agreement) we will only be able to offer you a Standard Service.

Premium and Premium Plus

To maintain your instrument in optimum condition we offer two levels of 'return to base' service. Inspection, calibration, certification and any necessary repairs are carried out once a year at a Konica Minolta Technical Service Centre. Service is carried out at a date planned in consultation with yourselves after which Konica Minolta will inform you when your meter is next due for calibration and inspection.

During the servicing process, the important functions of the instrument are checked and all essential components are cleaned. If repairs are required then you will receive an estimate prior to completion of the work. In addition, replacement loan equipment can be provided at a favourable rate or as part of the contract.

- Planned Service at a Konica Minolta Service Centre
- An opportunity to budget accurately for service
- Minimises the chances of faults or breakdowns at critical times
- Certified annual instrument calibration to ensure accuracy & traceability
- Loan equipment (Premium Plus)
- Priority attention for calibration and repairs

Premium On-site

To carry out preventative maintenance and calibration on bench-top spectrophotometers (or sites where several meters are used) we offer the 'Premium On-Site' service agreement. Once a year a Konica Minolta service engineer will visit your site to carry out preventative maintenance, check the important functions and clean the essential components. During this visit your system will also be calibrated and a certificate issued in accordance with ISO standards which will include the measured values.

a complete service package where all of the maintenance activities are carried out on-site at your premises

If the measurement results fall outside the required specifications and your instrument can not be repaired or adjusted on location it will be sent to one of our Service Centres. Should any remedial work be necessary you will receive an estimate for approval prior to completion of the work.

- Planned service at your premises
- An opportunity to budget accurately for service
- Minimises the chances of faults or breakdowns at critical times
- Certified annual instrument calibration to ensure accuracy

Calibration

Even the most reliably manufactured measuring equipment requires re-calibration at least once a year, particularly if it is in constant use. The only way to ensure that there is no drift in measurement results and that your quality system remains consistently accurate is to have this carried out by a Konica Minolta service engineer. During the calibration a strict procedure is followed that compares your instrument with the "Konica Minolta standard". This in turn has been calibrated against recognised International Standards. Any deviation, no matter how small is corrected and the results entered on an ISO calibration certificate. The procedures followed are recorded upon the certificate along with a diagram illustrating the traceability to International Standards. An official label with the calibration date is applied to your instrument and Konica Minolta will inform you when the next calibration is required.

calibrated against recognised International Standards. Any deviation, no matter how small is corrected

- Calibration Certificate in accordance with ISO procedures
- Expert annual maintenance and inspection
- Loan equipment if required
- Priority attention for calibration and repairs

Loan & Replacement

Equipment

When repair or maintenance activities are to be carried out at a Konica Minolta Service Centre you may require the use of a replacement instrument. For the benefit of Service Contract customers Konica Minolta keep a limited number of loan instruments. In exceptional circumstances a replacement instrument may not be available, in this eventuality your instrument service is given the highest priority.

Loan Meters can be arranged for non-contract customers; however, this is subject to availability and subject to an additional charge.

For further information and costs on Konica Minolta Service Contracts please call our Service Centre on 0860 949 903 OR email us at www.narich.co.za/contact/