

## EXTENDED WARRANTY & SERVICE CONTRACTS - GUIDELINES AND NOTES

CPS provides a number of Extended Warranty and Service Contract products that are designed to help prevent failure of your scanner where possible and to minimise downtime in the event that something does go wrong. We aim to offer a value for money service and to keep our contracts at an affordable level. To enable us to do this there has to be some limitation to what can be included in the cover and it is important that you understand what is and what isn't included. The notes below are covered in more detail within your contract, please read these notes and refer to the relevant Scanner Configurator document and your contract Terms and Conditions carefully.

1. Your contract will not be effective and you will not be able to make a claim against it until you have signed and returned an original copy of the contract documentation to CPS.
2. Please read the Scanner Installation, Guidelines and Recommendations for Use and Scanner Configurator documents provided with your scanner and/or Service Contract.
3. Your contract includes only the services, features and benefits detailed on the contract Schedule provided.
4. Your contract includes repair or replacement of scanner mechanical and electronic components that fail under normal use. It does not include replacement of any part that is subject to wear and tear, such as the base glass, transparency lid glass, moulded casings, handle, feet etc. and it does not cover any circumstance that is beyond our control.
5. Your contract is a scanner related contract only and does not include trouble shooting on the host scanning workstation. If CPS installs your scanner and all related software on the host computer we will provide a recommended configuration. However, it is not possible for CPS to control what happens to your host computer following installation as it is very easy for operators to make changes to settings and install additional software items that might cause a conflict. We are happy to advise if a problem develops but we are not obligated under the contract to correct such issues. If required we can investigate workstation issues for a separate charge or we may be able to provide a fix while conducting a preventative maintenance visit (entirely at your own risk).
6. Your contract does not include system correction, repairs or parts replacement where damage or a fault occurs through any form of negligence including (but not limited to): accidental damage, attempting to use the scanner while it is locked, moving the scanner incorrectly, accidental installation of software on the scanning host computer, accidental deletion of required software on your host computer, incorrect installation of any software that you or your operator installs or loss of software installation discs (please store these in a secure location as replacements are chargeable).
7. Your contract does not cover any failure that occurs as a direct result of: use within a non supported configuration (please refer to the configurator supplied); the installation of any operating system upgrade on the host computer that creates an incompatibility with the installed version of oXYgen Scan software; the installation of any additional software on the host computer; misuse of the scanner in any way or electricity supply problems - please install an Uninterruptible Power Supply (UPS) to protect the scanner and host computer from electrical spikes and electrical current variations.
8. It is a condition of your contract that you or your operator understands how to run basic diagnostic checks and how to calibrate your scanner - these are fairly straight forward procedures. You are also obligated to run basic tests at our instruction by telephone if a problem develops, this will help us to diagnose and resolve issues in the shortest time possible. Calibration is an important procedure that you should conduct on a regular basis to ensure that your machine stays within specification. You will also need to re-calibrate if you make software changes or move your scanner. These procedures are covered as part of the CPS installation package but we are happy to provide additional training to cover this or any other topic if required.

If you require any further contract clarification or have any questions or concerns about your contract please don't hesitate to call us on 01242 285100. You can also find more information on the CPS website – [www.cpsnet.co.uk](http://www.cpsnet.co.uk).