

Imaging 411 “Covers Your Assets”



MaxProtect & MaxValue

Scanner Service Programs

Backed by “Risk Free Excellence” Guarantee

What our customers say about the quality of our service:

“Imaging 411 provides us with equal or better service at a more competitive price than other companies”
- Protective Life-

“Imaging 411 provides us with outstanding service on our Wicks & Wilson film scanners and Kodak paper scanners”
- ITS-

“Imaging 411 is committed to providing excellent service to their customers”
- ISSI-

“Imaging 411 technicians are very professional and knowledgeable. We are extremely satisfied with their service.”
- Federal Government -



- **MaxValue:** Covers all parts, labor and travel costs with Next Business Day (NBD) service.
- **MaxProtect:** Includes all the benefits of MaxValue plus two PM's, one set of consumables and a free training session.
- **MaxProtect Plus and MaxValue Plus:** Same day four (4) hour response for your critical scanning equipment.

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.

“Imaging 411 was the only equipment services company to ever receive “excellent” responses from our internal customer survey”
-Major Insurance Company

Our service plans offer customers the most cost effective way to ensure their scanning equipment is available when they need it. Our maintenance contracts are designed to reduce down time by addressing potential problems before they arise by combining preventative maintenance, scanner consumables and training as part of a bundled service package.

Visit us on the Web at:
www.imaging411.com

Imaging 411 Inc

235-O Robbins Lane
Syosset, NY 11791
Phone 866-411-4624
Web www.imaging411.com



Risk Free Excellence

At Imaging 411, we strive to provide the best customer service experience in the industry. We recognize how important our customers are to our business, and want to ensure we provide them with outstanding customer service every time they call us. Every call is reviewed by management before it is closed and we perform frequent customer surveys to ensure we are meeting or exceeding our customers expectations.

Unlike our competition, we not only claim to provide excellent service, we guarantee it. If for any reason you are not satisfied with the quality of our service you received from our staff and wish to cancel your service agreement with us, all you need to do is call. It's that simple, no written letters or 60 day advanced notification. 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 quarterly payment options to our customers for convenience and to minimize your risk even further. That's why we call it "Risk Free Excellence".

MaxValue & MaxValue Plus

- Covers all parts, labor, and travel costs to reduce the impact of unexpected service calls
- Next Business Day (NBD) on-site response
- In-warranty discounted rates
- Access to our dedicated customer support web site
- Ability to place service calls online
- Multi-year options
- Risk Free Excellence

MaxValue Plus - allows you to select same day four hour response

MaxProtect & MaxProtect Plus

- Includes scheduled preventive maintenance service
- MaxValue on site services (parts, labor, & travel)
- One set of consumables
- One (1) end user refresher training
- Eight (8) business hour on site response
- Access to our dedicated customer support web site
- Ability to place service calls online
- In-warranty discounted rates
- Multi-year options
- Risk Free Excellence

MaxProtect Plus - allows you to select same day four hour response

Additional Services

- Depot Repair** - economical on-site alternative. Includes parts, labor and return ground shipping. Quick turnaround to minimize impact to productivity
- Single Event preventive maintenance** - includes cleaning, inspection, and adjustment, plus operator instruction
- Installation** - scanners unpacked, installed, and tested for proper operation
- Training** - Learn how to operate, maintain, and refresh your scanner, as well as perform basic troubleshooting
- Loaner protection** - when available, you can insure a loaner scanner is available should your machine be down for more than 72 hours
- Short term rental** - provided by our partner Scanner Traders inc, you can have option for monthly rental of scanning systems (scanner, PC, monitor & software included)

Imaging 411 services all scanning equipment from Hitachi, Kodak, Fujitsu, Canon, Panasonic, SunRise Imaging, Mekel and Wicks & Wilson.

For more details, please visit www.imaging411.com, or contact our sales staff toll free at 866-411-4624

Consumable Packages

Replacing Consumable items at regular intervals help insure your scanner runs at optimal levels

- Sign up for consumable reminder service and you will be contacted when its time for replacement
- Discounted rates apply for MaxProtect and MaxValue customers
- Kits designed to include all consumable items including but not limited to rollers, pads, guides, and lamps.

About Imaging 411, Inc

Imaging 411 Inc is a National Maintenance provider for all brands of document imaging scanners. 411 also provides customized document imaging solutions to the US marketplace.

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