

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 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



Options

- Rapid Exchange
- Exchange
- Software Subscription and Support
- Installation and Training
- Virtual Installation & Training
- Proactive Care Service

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 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.

	RAPID EXCHANGE	EXCHANGE	SOFTWARE SUBSCRIPTION & SUPPORT	WARRANTY
Phone Support	Yes	Yes	Yes	Yes
Email Support	Yes	Yes	Yes	Yes
Online Help Center	Yes	Yes	Yes	Yes
Delivery Arrival of replacement unit or parts or repair time frame	Next business day	4-5 days	N/A	Parts: 4-5 business days Repair: 10-15 business days
Software Updates	Yes	No	Yes	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.

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.

Proactive Care Service

Minimize downtime by replacing worn parts, confirming that the system is properly adjusted, and ensuring the system is refreshed for peak production. Available only in the continental United States, Canada, or Puerto Rico.

For full details on current Rimage Maintenance Agreements and Warranty, please see www.rimage.com/legal.

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