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## **Contex Introduces New Warranty and Support Program in the US** Two Years On-site Service Included with Purchase of All Scanner Models

**Derwood, Maryland**, May 19, 2009 – Contex, the world’s leading manufacturer of wide format scanners, has launched a new warranty and support program for all current Contex and Vidar products.

The program, which is available in the US, converts the standard factory 24-month “Spare Parts” warranty to a 24-month on-site warranty and is included in the price of the scanner. Up to three additional years can be added to the two year warranty for a nominal cost.

Additional warranty features include:

- Hardware service labor and replacement parts  
Comprehensive service and support provided by highly trained technical field engineers
- Help desk support
- Nationwide coverage



“We know how crucial on-site service and support is to our end-users to prevent costly disruption of their business,” says Dan Bennett, Director of Service Operations for Contex Americas. “In this economy, most companies don’t have the extra budget for a comprehensive warranty. That’s why we now offer a robust two-year service package with the purchase of every scanner with the option to upgrade with additional years of coverage at a small cost.”

The on-site warranty begins immediately following delivery and installation of the scanner. All Contex and Vidar large format and flatbed scanners currently supported within their spare parts lifecycle are included. As a standard service, Contex guarantees spare parts availability for a period of five years after the last date of production of a scanner model to protect customer’s lifetime value.

For more information on the warranty and support program, please contact Contex Americas at 877-226-6839 or email [support-usa@contex.com](mailto:support-usa@contex.com).

### **About Contex:**

As the world’s largest developer and producer of large format imaging solutions, Contex leads the market with innovative technology and advanced scan and copy software applications. Sold worldwide in over 80 countries, Contex solutions are recognized in a wide range of industries for reliability, value, high performance, and superb image quality. For more information, please visit [www.contex.com](http://www.contex.com).