

# PROTECT YOUR INVESTMENT

## CROWLEY SUPPORT HELPS YOU GET THE MOST FROM YOUR HARDWARE PURCHASE

Offering everything from scanner installations and operator training to phone support, contract maintenance and on-site repairs, Crowley's technical support division provides protection for your digitization products and peace of mind about your investment.

Crowley's in-house support teams are based in Maryland, California and the UK. To facilitate quick turnaround for North American clientele, certified third-party technical support vendors are also on call for expedited service.



“Receiving the unit, setting it up and training has been a breeze. Our technician was very helpful and went over everything we inquired about. Our experience has been A+.”

~ Records manager, International Law Office

## SUPPORT SERVICES



### Installation and Systems Training

From purchase to project initiation, experienced technicians are on hand to install new equipment and conduct thorough operator training, enabling maximum output and workflow efficiency as quickly as possible.



### Standard Equipment Warranty

All North American equipment purchases include a one year standard warranty covering parts, same day response and priority scheduling. During the first 90 days of ownership, labor is covered under your warranty, should a need arise.



### Equipment Maintenance, Repair and Replacement Options

Crowley's structural maintenance options ensure that all manufactured and distributed products continue to run efficiently through the life of the scanner. Clients can choose a contract type to best fit their needs and scanner.\*



### Consumable Parts and Microfilm

Clients can lower total cost of ownership by utilizing competitively priced consumable parts (belts, lamps, etc.) and microfilm from Crowley's large and immediately accessible inventory.



### Software

Software systems are a critical component of well-functioning digitization workflows. Crowley offers software maintenance contracts, updates, additional licenses and customized training as needed.



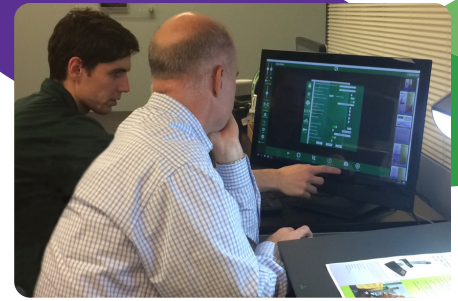
### Equipment Upgrades

As technology advances, the trained and certified technical support team is on-hand to provide equipment and software upgrades as they become available.

*\*See other side for contract types*

# PROTECT YOUR INVESTMENT WITH A CROWLEY CONTRACT

As a manufacturer, distributor and service bureau, The Crowley Company understands the substantial investment that goes into every equipment purchase. To protect your investment, Crowley offers multiple maintenance options to fit all needs and budgets.



## CROWLEY CONTRACT OFFERINGS

When initiating or renewing a maintenance contract with Crowley Support Services, clients purchase an insurance policy to prepare for unexpected technical issues that could cause out-of-budget expenses. All Crowley contracts include unlimited remote support and same day remote response. All support is provided by factory-certified technicians and professional staff ready to serve you.

### On-site Maintenance Contracts

- **Preventative Maintenance Contract (PMC)** – Covering both emergency maintenance and a yearly preventative maintenance visit, a PMC offers full coverage support on scanning hardware. It also includes a yearly health check to ensure that issues rarely occur and equipment operates at peak efficiency for maximum return on investment.

### Remote Maintenance Contracts

- **Depot Maintenance Contract (DMC)** – A depot warranty is similar to a factory service warranty. If a repair is needed, the scanner is shipped to one of Crowley's facilities for maintenance, saving additional travel costs and time.
- **Advanced Unit Replacement (AUR)** – For smaller scanners and patron products, the AUR agreement allows a replacement unit to be sent to the customer in the unlikely event that their unit needs technical service. This allows operators and researchers to continue digitizing without delays.
- **Software Maintenance Contract (SMC)** – An annual software maintenance contract provides unlimited remote software support, updates and revisions to current software versions. Additionally, holders of an annual software maintenance contract receive deep discounts on next-generation software upgrades.

### Emergency Repair Services

If a unit is not covered by a warranty or one of the above maintenance contracts, emergency repair services are offered.

COMPARE COVERAGE	Preventative Maintenance Contract	Depot Maintenance Contract	Advanced Unit Replacement	Software Maintenance Contract	No contract
Same day remote response	✓	✓	✓	✓	✓
Yearly preventative maintenance visit	✓				
Scanner replacement or exchange			✓		
Priority scheduling	✓	✓	✓	✓	
Emergency visits	✓				
Non consumable parts, labor and shipping included	✓	✓			

Note: The Crowley Company has full discretion on contract terms and conditions, which are subject to change.