



KONICA MINOLTA

CUSTOMER MAINTENANCE SUPPORT

✦ Maximised system uptime through self-maintenance

The most advanced production printing system is of little benefit to a production unit running to capacity, if for example a simple paper-processing problem prevents the printing company from keeping its schedules and deadlines. Konica Minolta's Customer Maintenance Support (CMS) concept enables in particular print providers and commercial printers to carry out preventive system care as well as a certain amount of parts replacement without any technical assistance from Konica Minolta – a situation that reduces potential irregularities as well as system downtimes enormously.

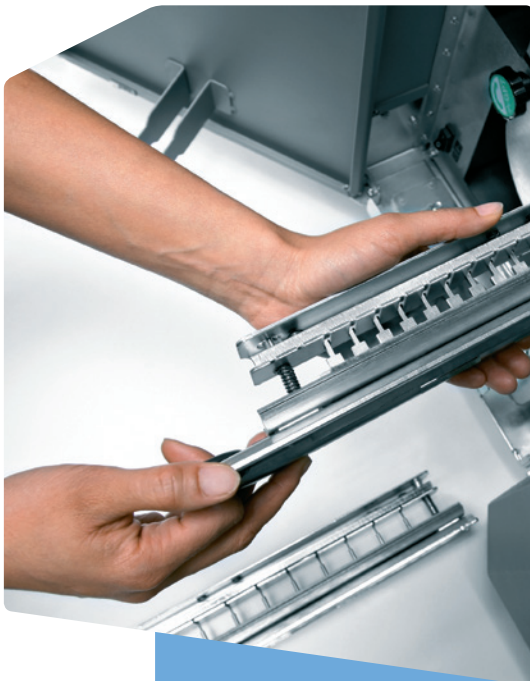


**CUSTOMER
MAINTENANCE
SUPPORT**

▀ Konica Minolta's CMS concept

If production-stopping faults occur at all, more than half of these are related to paper handling problems and unsatisfactory print results. A skilled operator can easily rectify most of the technical reasons for these types of production stops.

To prepare them for the task, the key operators participate in a comprehensive training on preventive system care and CMS parts replacement. This training enables them to determine which CMS part may be the cause of the problem and how to exchange it.



- Comprehensive possibilities for customer exchange of parts with signs of wear and tear: From the product development stage onwards CMS products focus on a high level of user independence; the product construction facilitates CMS part exchange by key operators.
- Instant parts exchange when required supports consistently high quality levels.
- Independence from external service maximises system uptime: Key operators can exchange CMS parts as soon as required; regular parts exchanges can be planned to suit production schedules.
- Individually designed training program geared to customer needs: Key operators are not left alone with this task but receive proper training and documentation.