

Contex Twenty-Four On-Site Warranty Provided By Imation Corporation

1. On-site Warranty Service

Imation will travel to the site of the Company end user and provide repair and parts replacement services during the twenty-four month period following the initial installation of the Company product. All service costs incurred, with the exception of parts considered to be consumables (white background plates, glass plates, fluorescent lamps, belts [all], and rollers [all]), shall be borne by Imation.

Imation shall consider the warranty void if the product is moved from the original site, if the intent is to continue to move the product. This service does NOT cover damage to the product prior to or during product installation. Installation or resolution of hardware/software contention or conflict with the computer, network, or other adapters within the host system or computer or other integration services are excluded. Damage caused by fault or negligence of the user, improper or unauthorized use of, or attempt to repair, the equipment by user or others, or causes external to the equipment or part thereof such as, but not limited to, power failure, catastrophe or unusual environmental conditions are excluded.

Imation shall also, during the above named period, provide hardware and software telephone support to end-users. This service shall also be included in the above referenced price. In this case, support shall be limited to the support of the Company Product and the use of WIDEImage, WIDECapture, WIDEsystem, WIDEmail and JETimage application software.

For warranty service, Imation shall provide an eight-hour response time (Monday through Friday 8am to 5pm, excluding Imation holidays) to Company's customers located in Zone One Cities (as published by Imation) subject to customer and part availability and timing of the customer call. In areas outside the Zone One Cities, Imation will use best efforts to respond within eight hours, subject to customer, technician and part availability and timing of the customer call. The eight-hour response time shall be measured from the time of the customer's request for service to the Imation CARE center until a technician arrives at the customer's site. Customer calls placed in the afternoon of a workday will normally result in a visit the next business day.

Imation shall also, during the above named period, provide hardware and software telephone support to the end user. Support shall again be limited to the support of the Company product and the use of WIDEImage, WIDECapture, WIDEsystem, WIDEmail and JetImage application software. Operator training and/or on-site software support is excluded and would be billable to the end-user.