



KONICA MINOLTA

AccurioPress
C14000e/C12000e

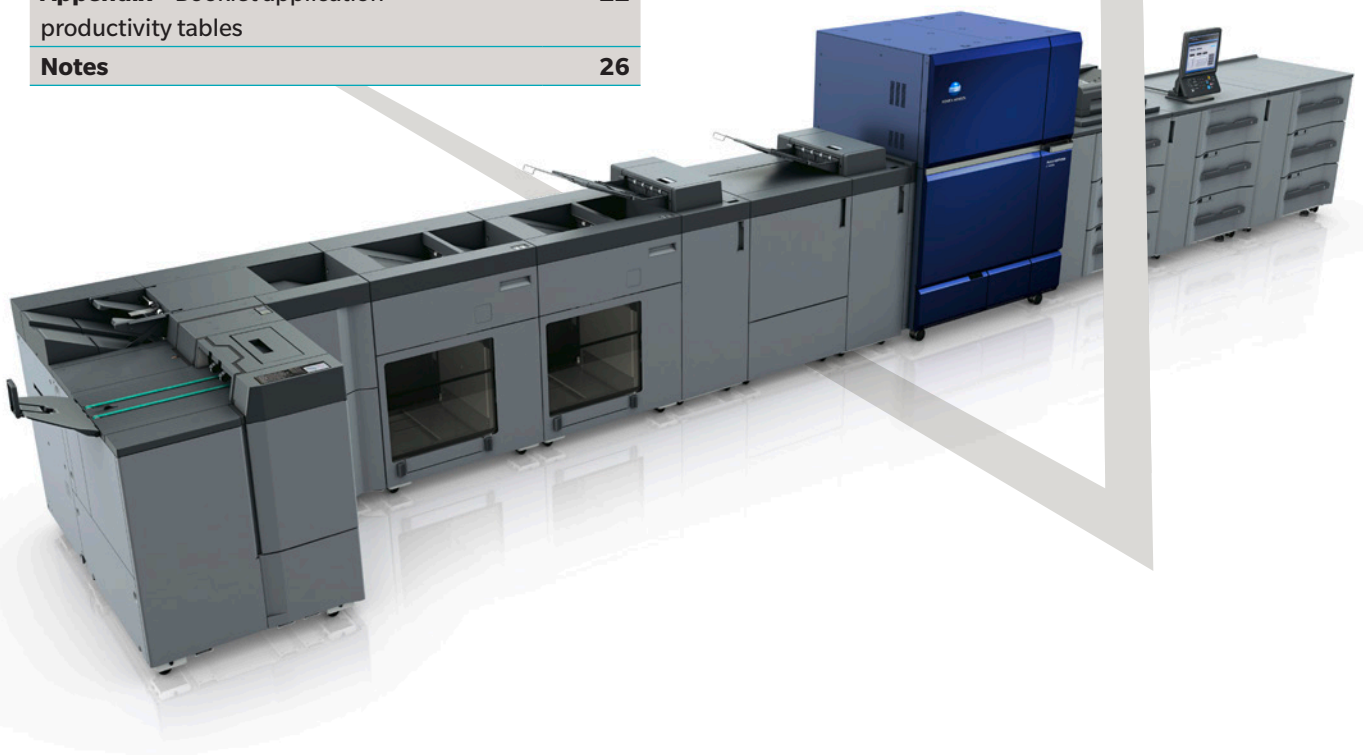
EXPECTATION AGREEMENT

AccurioPress C14000e
AccurioPress C12000e



Giving Shape to Ideas

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INTRODUCTION

AccurioPress C14000e SERIES

This EXPECTATION AGREEMENT is designed to help you understand the key operational parameters that underpin high level quality performance. Reading it will help ensure customer satisfaction on your part by clarifying your technical expectations. It will also assist in avoiding any misunderstandings related to your performance expectations, making it an essential tool for establishing the guidelines for our mutual agreements. Helping to set out clear and mutually agreed performance expectations between Konica Minolta and you, our valued customer.

Please use the information contained within this guideline as a base for any pre-conditions that need to be agreed upon by both parties. We also suggest using it as a checklist for any specific technical and technology items that need additional clarification. It also provides you with a list of topics to discuss, so together we can develop a common understanding of each topic, ensuring none are overlooked.

The following pages contain general information regarding the planning, installation, training and use of the AccurioPress C14000e series. Please use them in conjunction with the more in-depth information provided in the Site Survey, Specification Guide and Quality Reference documents.

It is recommended that all those involved with the purchasing decision and subsequent operation of the AccurioPress C14000e series read each section of this document. If you then have any questions please discuss them with your Konica Minolta sales representative and/or the consultancy team member.

DISCLAIMER

Konica Minolta offers no guarantees as to the suitability of the proposed machine for your chosen site or location. The customer must take all necessary steps to ensure its suitability and must assure themselves their premises can accommodate the equipment as per the manufacturer's recommendations.

Note: This document contains additional information in the form of videos. They give useful visual context to what is described in the related text. The links for these videos are provided within the digital document. Videos can be accessed either by clicking on the film icons or by scanning the corresponding QR code in the printed document using a QR code scanning application to then view the video in a browser.

Enjoy a brief introduction to the Konica Minolta AccurioPress C14000e series product strategy. This link is an example of how videos containing additional information can be accessed throughout this document.



PRODUCT OVERVIEW

AccurioPress C14000e SERIES

As the digital revolution continues apace the AccurioPress C14000e and C12000e form an exciting new chapter in Konica Minolta's story of ground breaking production printing product development.

The AccurioPress C14000e series are masterpieces of print system design and efficiency, offering advanced automation and intuitive operations that require less human intervention. Combined with enhanced levels of base performance, the C14000e series improves production efficiency, expands the job portfolio and boosts profitability.

Our aim is always to generate concrete additional value by lifting overall productivity. So many advanced operations that previously required skilled operator input have been simplified or automated. Resulting in fewer human touch points across the system.

Enhancements include Auto Quality Adjustment (AQA) and Auto Inspection Technology (AIT). They also encompass a range of variable data printing (VDP) verification functions and a built-in media sensor to automatically detect the media type so optimal media settings can be automatically selected to simplify media catalogue utilisation.

System availability and uptime are also improved through the use of Predicted Maintenance forecasts (PdM). These provide ongoing predictive analysis of the system's component health status and can pre-empt many service issues. (Please note a two-way CSRA connection is needed to enable this service)

In addition general production flexibility has been improved by extending the capability of the multiple tray paper-feed unit to allow feeding of sheets up to 900 mm long (PF-812). While Duplex printing can now extend to 900 mm and supports up to four duplex A4 impositions to create 8-page banner/ folded output.

Other improvements include a new in-line, four-edge trimmer (TU-510) which adds fresh cutting, creasing and perforating functions to our finishing portfolio. While technical enhancements to media handling will improve image quality for embossed paper and envelopes even when the standard fusing device is selected.

The evolution of the AccurioPress C14000e series through these new or improved functions will further optimise your cost efficiency and production performance.



This product video shows the major functions, options, process automation and workflows the Konica Minolta AccurioPress C14000e series has now been designed to achieve.



TECHNICAL EXPECTATIONS

AccurioPress C14000e SERIES

PRINT VOLUMES

The system has been designed to handle the print volumes shown in the table below.

This table references both average overall system print volume and also peak volume by zone, the criteria for the zones themselves can be seen in the graph below the table.

Note: All volumes refer to a standard format A4 image, printed long-edge-feed (lef) and a standard media weight of 80 gsm.

Device	AccurioPress C14000e	AccurioPress C12000e
Volume		
Average monthly print volume	700,000 A4 images	400,000 A4 images
Average print volume (monthly/5 years)	330,000 A4 images	330,000 A4 images
Peak volume in Q-Zone	2,500,000 images/month 83,000 images/day	2,200,000 images/month 73,000 images/day
Peak volume in B,C-Zone	625,000 images/month 21,000 images/day	550,000 images/month 14,000 images/day
Peak volume in A-Zone	375,000 images/month	330,000 images/month
Engine life volume	70 million A4 images	60 million A4 images
Engine life time	Max. 7 years	Max. 7 years

Any information mentioned in our agreements in regard to service maintenance intervals, visit periods and maintenance down-time is based on the system's average monthly print volume not peak volume, which refers to non-continuous high print volume to meet high seasonal

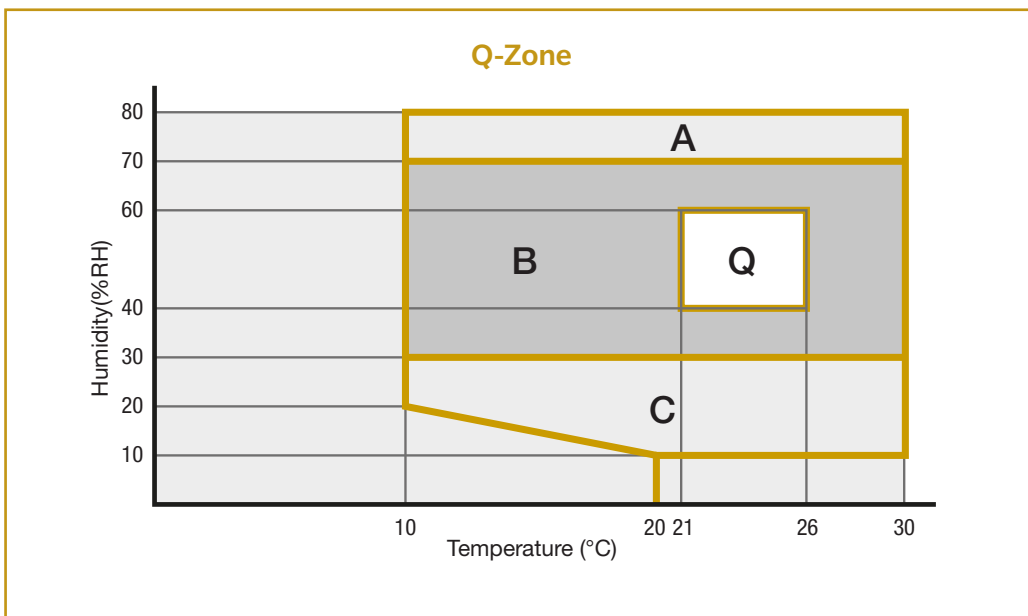
demands. Also the numbers shown are the sum of both black-and-white and the colour images. Q-Zone refers to the temperature and humidity range indicated in the graph below. This also shows A, B and C zones as determined by temperature and humidity.

NOMINAL SPEED AND REFERENCE PRODUCTIVITY

This next table shows the nominal speeds in images per minute (ipm). Also the productivity of the printer module in its minimum configuration using the paper-feeder and stacking options.

Device	AccurioPress C14000e (colour)	AccurioPress C12000e (colour)
Speed at format		
A4 (lef)	140 ipm (7981 per hour)	120 ipm (6832 per hour)
A3	80.9 ipm	69.4 ipm
SRA3	76.3 ipm	65.4 ipm
Banner 330/1,300 mm	29.1 ipm	24.9 ipm

The AccurioPress C14000e series engines are capable of printing on a large variety of media sizes, including custom sizes. Please use our showrooms to test the printing speed and performance when using customised/specific media sizes.



PROCESS SPEED SETTINGS AND EFFECTS

The system's available pre-set process speeds are shown below in millimetres per second. The brackets show the equivalent number of A4 images per minute (ipm) for each speed level. Most standard media can be setup using the 'automatic' speed setting while process speed settings for specific individual media types can be determined from the media catalogue.

Device speed (A4 lef)	AccurioPress C14000e	AccurioPress C12000e
High Speed	665 mm/s (140 ipm)	-
Medium High Speed	570 mm/s (120 ipm)	570 mm/s (120 ipm)
Medium Speed	498.75 mm/s (105 ipm)	498.75 mm/s (105 ipm)
Low Speed	332.5 mm/s (70 ipm)	332.5 mm/s (70 ipm)

Sensitive media such as very thin, extra thick, special coated or structured media may require an adaptation of these speeds to meet the highest possible quality expectations. The advantage of using slower speed settings for certain media types is that it allows fine tuning of output quality. Please note adjusting the process speeds shown here will require physically changing the rotations per minute of all imaging and transport components inside the printing unit

Generally speaking sensitive media often runs more consistently, with higher accuracy and quality, when printed slower. It is important to remember the media thickness, the structure of the sheet substrate, its surface, and also its coating, all influence the print system's core ability to transfer toner particles to the chosen media via the electro-photographic process. Therefore meeting high image quality expectations often requires finding the right balance between print speed, media quality and planned productivity. Another factor of using various speeds comes to mind, if the temperature sensitivity of a chosen media is high. The fusing temperature also depends on the time for heat-transfer within the print system. By running sensitive media at a lower speed you allow more time for each step and therefore a lower fusing temperature.

Please also note it is the customer's choice and responsibility to set quality expectations that match the media usage and system settings. To assist in this, a wide range of tested and approved media is already available in the Konica Minolta media database (see link below). The pre-defined media profiles can be downloaded and installed at then engine.

This website lets you search through a large variety of print media that has been tested by the Konica Minolta Media Evaluation Lab (MEL). The results shown include results for a single media tested on several Konica Minolta printing devices.



PRODUCTIVITY AND PERFORMANCE

The primary focus of the AccurioPress C14000e series engine design is the production of large print volumes. It supports up to 13.890 sheets (80gsm media) with 3 feeding units and two stacking units with up to 12000e sheets in two separate stacks of 3000 sheets per unit.

The system's productivity directly depends on the complexity of the selected finishing options. Full performance can be expected with pure stacking applications – options FS and LS. Konica Minolta can also provide more complex inline finishing solutions. Productivity – output - is then dependent on which of these complex print applications is chosen, and will be determined by sheet size or thickness of sets, and the selection of the combined functions applied to them.

Complex finishing options are available for the following functions:

- Booklet making with front trimming, creasing, slitting and spine corner forming
- Perfect binding for books with a thickness of up to 30 mm
- 100-sheet stapling with cutting mechanism
- 102-sheet auto ring binding
- Automated inline business card and postcard cutting
- Full-bleed banners, A3 and A4 posters

This device is designed for fast and high volume printing. Therefore it includes corresponding input and output capacities. The video shows the use of dual stacking of an LS-507 Large Capacity Stacker.





Please be aware that complex finishing processes require extra dedicated processing time. Productivity – output – then depends on the type of inline finisher being used and the job structure applied to it. While all the finishing options offered are capable of receiving and passing through printed sheets at the full speed of the printing system, the internal processing time of the finishing device – especially for set-based functions like booklet-making – will create productivity delays based on the set-thickness which is in turn based on sheets per set. Additional time should also be factored in for physical handling of incoming sheets or stacks.

Detailed productivity data is shown in the appendix of this document. Please examine it closely to evaluate if the print-product-portfolio you plan to produce fits well with the idea of inline finishing in general. Also decide if your plan is a good fit with the individual performance of any specific finishers you are considering.

Generally, booklet making finishers can process a set of paper-sheets – stitching, folding, and trimming them, while receiving or collecting the next set of sheets in parallel. The print engine will perform as expected only if the time taken to collect new printed sheets is longer than the processing time of the handled page-set. The total number of sheets in a booklet is a key value for assessing potential productivity. If your proposed application focuses on low-sheet jobs, make sure you test the application in a showroom in advance to check you are satisfied with the productivity it can deliver.

For some print products you may find offline finishing equipment is actually more efficient. Small set applications of 10 sheets and under often run more effectively using parallelised production. Please ask us about alternative ways to work using serialised and/or parallelised processing.



BOOKLET APPLICATION PRODUCTIVITY TABLES

The following tables show the production volumes of booklets for an AccurioPress C14000e with several inline connected booklet making finisher options (SD-513, SD-450, PSQ-224). The table show the raw production volumes that may decrease depending on quality settings made by customer choice. Booklets made with extra cover media will decrease the productivity due to different media fusing temperatures. It is important to identify the main applications first for a proper device selection. Please refer to our consultants for further questions or request a life-demo on our Showroom equipment.

Please see appendix at the end of this document

PLANNING CUSTOMISED WORKFLOWS

If you plan one or more complex workflows, talk to us about those plans and use our knowledge to stimulate your own thinking. The wide variety of print-job parameters - media type and media size, simplex or duplex printing, the mix of media, plus the sequence of finishing functions and output-stacking capacities mean there are many solutions to the same plan.

We can work with you to develop yours so it factors in your post-production requirements, creating a highly customised print and production workflow that improves overall efficiency while ensuring consistent high quality output. This discussion also means all system related items are analysed in a business as well as technical context. Leading to an optimised solution that better fulfils your long term requirements. Our aim is always to help you achieve the highest possible level of productivity within the context of the output you wish to create.

MEDIA TYPES AND CHARACTERS

The AccurioPress C14000e series can handle a wide range of media but appropriate conditions must be met when placing the media into the system according to the paper being used. This table helps you understand these. As you will see for some special types of media not all functions are fully guaranteed.

Media type	AccurioPress C14000e	AccurioPress C12000e
Plain		
Fine	1)	1)
Colour Specific		
Coated-Gloss	1), 2)	1), 2)
Coated-Matte		
Textured	Only the specified paper brands are guaranteed (81 g/m ² to 350 g/m ²)	Only the specified paper brands are guaranteed (81 g/m ² to 350 g/m ²)
Envelope	(70 g/m ² to 100 g/m ²)	Function is not supported
Tab paper	A4 size only	
No-carbon paper		
Label sheet		
Waterproof paper (resin)	Appropriate condition must be set according to the paper	Appropriate condition must be set according to the paper
Waterproof paper (paper)		
Clear plastic folder		

- For paper that weighs 351 g/m² or more, only the specified paper brands are guaranteed. The sizes should be maximum 330.2 mm x 487.7 mm and minimum 279.4 mm x 420 mm. However, paper which has a paper to size ratio – main scan direction: sub scan direction – of 1:1.6 or more is not guaranteed. The grain direction of the paper should also be placed vertical to the paper conveyance direction.
- For coated paper that weighs 62 g/m² to 80 g/m², full system function is guaranteed only when the paper grain direction is parallel to the paper conveyance direction.
- For banner paper, when the size in the sub scan direction is 487.8 mm or more, only Plain, Fine, Colour Specific, Coated-G, and Coated-M are guaranteed.
- For envelopes the system is guaranteed to handle a maximum size of 245.0 mm x 375.0 mm and minimum size of 100 mm x 148.0 mm with the flap open. Recommended envelope size is C5, C6/5 – and the length in sub scan direction must be 148 mm or more with the flap opened.

INTELLIGENT AUTOMATION

The following functions and options enhance and simplify the process automation of your production:

Media-detection sensor (built-in)

- Easy-to-use sensor for detecting media types
- Precisely detects the stock you are using
- Automatically proposes the correct settings from the system's media catalogue

IQ-501 multifunctional quality care unit

- Simplifies colour management
- Rapidly speeds up the media profiling process
- Ensures colour quality during long print runs
- Stabilises the image-on-media registration and image scaling
- Provides full processing control of front-to-back registration
- Detects image error artefacts and media handling errors - dog ears or cracks
- Detect, read, check and approve QR-codes and barcodes as a process monitoring and page - or job - log option (AIT-option)

IQ-501 is our universal answer to simplifying and automating many of the complex tasks required for high quality production. The unit monitors the final printed simplex or duplex sheets for a variety of aspects and automatically corrects the printing process. It can also manage an automatic re-print when errors are detected. This new level of automation helps reduce production attendance time.



The Automatic Inspection Technology (AIT) is an image defect checking option using IQ-501 scanned image data for comparison. It detects and sorts out sheets with imaging defects and can read, verify and protocol Barcodes and QR-Codes on the printed sheet to manage overall print-job consistency.

SIMPLIFICATION OF MEDIA PROFILING

The IQ-501 transforms the media dependent colour-profiling process from a separate, complex, manual process into a simple one-button/few-second task. This option allows you to easily integrate colour management into your daily business without the need for in-depth colour management knowledge and the required time to maintain a colour management system.



Automated colour-profiling of any media loaded into a paper feeding tray is another fully integrated system feature. This video shows the simplicity and speed of profile creation using the high precision tone-curve measurement achieved by IQ-501.



The profiles created are available immediately so system operators can easily manage or adjust colour output quality at any time. This creates consistent colour output, even for a print job that needs reprinting after a long period in time. In turn this makes it easier to use other media brands and ensure consistent colour appearance.



IMAGE REGISTRATION

In technical terms image registration is achieved by detecting the leading edge of a sheet of paper and synchronising the latent image transfer accordingly. When the sheet is turned over for duplex printing, what was originally the trail-edge becomes the leading edge. Any variation in the length of the media due to cutting variation, fusing related shrinkage or expansion can then have a significant influence on the precision of image registration.

You will find registration settings included in the media dependent settings in the media catalogue. These settings may be set up permanently - either by using a manual process or automatically using IQ-501, which can also provide continuous print-process control and therefore dynamic correction.

Note: The image-to-paper placement on a simplex print or the first side of a duplex print can vary by up to ± 0.6 mm in the feed direction and ± 0.6 mm in the cross-feed direction. The front-to-back image-alignment of duplex-printed sheets can also vary by up to a maximum of ± 0.6 mm in both directions. The alignment of the duplex image is closely related to the front image position. IQ-501 is an ideal option for automatically stabilising this registration, particularly if your media sizes vary through several batches, or if you use self-cut stock.

NO PRINT AREA

There is a leading-edge deletion of less than 4 mm and trailing edge deletion of less than 6 mm on all media. The right and left edge deletion is less than 3 mm.

Printing to the edges of an end-format can be achieved by printing on oversized sheets and cutting them down to frameless printed end-format pages.

In the event of high volumes, this should be done using an offline stack-cutting device. Alternatively, the process can be automated by integrating a TU-510 trimming unit as an inline solution for smaller volumes of frameless printed pages, provided a slight reduction in productivity is acceptable dependant on the job-settings, simplex printing for example.

If you decide to opt for automated inline cutting using the TU-510, please proof your specific application in our showrooms, or ask our sales representative how best to provide you with a performance test for your specific workflow.

Printing to the edges of media can be achieved by printing on an oversize format and cutting down the pages to the end-format. This is done using paper cutting devices for large stacks of paper. A TU-510 can also fulfil this function for smaller volumes at a slightly lower level of productivity.



PRINT SPEED VARIATIONS

The average output speed of your machine will vary depending on environmental conditions - specifically temperature and humidity - as well as system maintenance. Print applications, paper size, paper thickness, user settings, print controller data streams, mixed-plexity or mixed-media usage and other factors also impact average output speed.

The system performs its own image-quality related adjustment cycles to guarantee the best quality output. Several print quality-related settings in the system influence both the frequency of these cycles and the time required for the adjustments. For example the amount of toner used impacts cleaning and colour density regulation. While the media type and thickness will determine the timing of automatic transfer and fusing adjustments.

Should you wish to use special media or require special settings, please refer to the section Proof of Concept to plan approval of your requirements beforehand.

SERVICE PERFORMANCE AND SERVICE TIME

Machine performance can vary widely depending on print volume and application, customer environment, system care and operator training. The specific usage of a production printing device often determines the required service time. When planning and scheduling your print production you must plan for the downtime required to perform service and maintenance.

To help manage this a special program for self-maintenance is available called ESAM-ORU. This enables a trained operator to replace several regular service parts in the system and return the system to its original quality standard without waiting for physical service support. Using ESAM-ORU can shorten the regular reaction time agreed within the service contract and therefore reduce the downtime of your system. Please refer to the section Service Contract for more details.

PAPER JAMS

While paper jams are not totally avoidable, there are several precautions that may be taken to reduce their frequency. An important basic precaution is to use a media setup in the media catalogue that correctly defines the specification for both the size and grammage or thickness of the media. This enables the system to select the correct transfer currents and fusing temperature.

Also, some media can become wavy when dried-out by the fusing process and may then need re-humidification. This can lead to an accumulation of statically charged pages in a paper-stack which may delay post-production processing of the stacks while the job is paused to allow the static electricity to discharge itself. We offer a re-humidifying option, HM-101, designed to help address these issues. It restores the humidity level in the media to reduce the build up of static charge and help prevent distortion.



Re-humidifying printed sheets is a very effective strategy for reducing waviness and electrostatic charge. Stacks of paper may cause difficulties if they enter post-production with static charged or wavy sheets. The HM-101 better handles many types of sensitive media to keep productivity high.



If a paper-jam happens the system automatically runs an easy-to-follow trouble shooting guide on the user panel. This details several positions to check and remove any jammed paper. When possible, the system will feed out all remaining sheets from the paper feed to reduce the manual work. Once the jam is cleared, the printing process will continue from the page following the last correctly processed page to maintain print-job consistency.

IMAGE QUALITY

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Human perception of print quality varies greatly depending on factors such as the ambient light conditions (metamerism), paper quality, texture, moisture content and colour. All may have some influence on the quality of the image created. The print quality itself might also change over time. Should the output quality of a Konica Minolta system come into question, the system should first be checked using the Konica Minolta print reference page printed on quality reference media.

The following image quality issues may be experienced during the electro-photographic print process:

- Printing a large area with high toner coverage may lead to small visible variations across that area.
- Some paper surface types may cause a 'grainy' appearance in halftone areas.
- The electrostatic characteristics of some media may require the media to be replaced.
- Some papers may show a slight background when viewed with a magnifying glass.
- Heavier paper weights and high toner coverage may produce output with visible roller marks. This can be reduced by printing face up and single-sided.
- Small random density variations may occur in the form of slight bands or lines throughout the image area.
- Very small shifts in density may occur over a period of time. When producing the second side of a two-sided print, there may be patchiness in density and some break up of fine lines. It may be recommended these issues can be minimised by printing the side with the lesser density toner coverage first.
- Slight banding is to be expected in all electro-photographic processes and may at times be noticeable in some image areas.
- White spots with or without a coloured core are a common issue in all dry toner/cut sheet-fed printing devices. The print may at times deliver output that exhibits white spots caused by paper dust or other undesired particles.
- Printing longer runs of black-and-white-only jobs using the process colour mode may lead to higher variations in colour quality in subsequent colour jobs
- On heavy-weight coated papers gloss effect differentials may occur.
- Folding heavy weight paper after printing may lead to toner peeling off around the folds.
- Expect a shorter maintenance cycle when printing only heavy weight media.
- Paper jams may occur in the fusing unit when printing on very limp papers, such as coated paper below 120 g/m², when the job also requires high toner coverage that extends very close to the edge of the paper.



These are well known issues and most can be corrected by using more specifically tuned media settings. In some cases, special media handling will generate much better results. For instance changing the print sequence of a front-to-rear-print or selecting a slower print speed to re-balance toner transfer, fusing temperature and fuser pressure, will often lead to improved output. Any effects related to print-process component wear will be handled by the local service organisation as defined in your service contract.

KONICA MINOLTA PRINT QUALITY STANDARD

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Our printing systems and controllers are certified for FOGRA (ISO 12647-8 / Validation Print) and therefore fulfil international colour reproduction standards. Since this certified standard covers colour reproduction only, our quality standard definition needs to go beyond this level and extends to cover image sizing and alignment on the printed sheet with a special focus placed on image zoom (scaling) and front-to-rear registration. Due to the diverse and wide range of media handled by the system this requires the use of different technical strategies to optimise results.

The processing unit itself can be setup for specific media handling by the operator to match each individual type of media in the media catalogue. This is a standard functionality that one can find in every printer on the market. So, while the settings for colour density levels, transfer settings, media-dependant settings for fusing temperature, media size, thickness, coating type, structured surface and more are all set to pre-defined values, these settings may also be extensively adjusted to achieve individual media-specific settings.

A printed sample-set of the Konica Minolta print reference will be provided to you. This sample-set will show all mentioned quality aspects and has been printed on a Konica Minolta-defined reference media. This reference will become part of our service contract and defines the level of print quality agreed upon between you and Konica Minolta. All service activities will ultimately refer to this standard. Thanks to its measuring and process-controlling abilities, our IQ-501 intelligent quality care unit is perfect positioned to monitor the production process and to ensure, the defined quality level is maintained.

If you are satisfied with the quality reference, we can offer media testing using your preferred media under similar conditions. This allows us to evaluate the potential quality level when using a customer's media.

Please take advantage of this service, especially if you plan to print on very special media types such as very thin or heavy stock, deep-embossed media, special-coated media or natural papers with long fibres. Many media types have already been tested by Konica Minolta and the test results and media-catalogue settings are available in our media database. Our representatives will help you check our database for information about your required media or arrange a test of your required media.



SPECIFICATION DOCUMENT

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The specification details for all of the modules in your chosen system configuration will be provided to you in a dedicated SPECIFICATION DOCUMENT. In this document you will find information on the usable print-media sizes and weights and the potential (nominal) production speeds. Productivity information is also included for the more complex finishing options used to produce ready-made booklets, brochures, postcards and business cards.

Note: This document will only contain information on the options that are a part of your selected configuration to maintain a clear product overview.

The specification for your planned system depends heavily on its configuration in general and may relate to a single module or option you have chosen. This type of system allows for more than 700 combinations of the available options. As a result, the variety of physical specifications such as the system width, height, depth, weight, power consumption and the required number of power connections need to be specifically analysed.

The physical specifications listed in the specification document are required for the pre-installation report and will therefore be gathered during the site survey. It is therefore very important to clarify the space require-

ments for the system footprint, the maintenance and handling area surrounding the system, and the space for airflow. Electrical requirements, climatic conditions and the load capacity of the floor will also all be determined during the site survey. Please refer to the section Site Survey for more detailed information.

Please read the specification details carefully if you plan to use special media or have a workflow that is close to the limits of the specifications. We want to ensure that your business runs smoothly with our equipment. Therefore we try to limit all obstacles and offer testing of your media and workflow in our showrooms. Also refer to the following section: "Proof of Concept", to learn out how we go about precisely gathering your requirements to fulfil your expectations.



SITE SURVEY

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A SITE SURVEY document will be created prior to the final order being agreed. This will be compiled by the support team or a consultancy specialist during a site-survey visit. All areas of this expectation agreement relating to delivery, installation, location and proposed workflow will be discussed and checked for compliance and your understanding of them to minimise any future misunderstandings following delivery. Where necessary, a follow-up site survey or third-party site survey may be required. Please refer to this separate document (or set of documents) and ensure that it is filled out correctly and that all topics explained in the document are discussed until they are fully agreed.

The SITE SURVEY contains all detailed information about the system requirements with regards to connectivity (electrical power, computer network, compressed air, vacuum, air-cooling systems, water chilling/cooling) based on the system configuration or planned workflows. The document explains the climatic conditions and the required installation space, including operating and servicing spaces.

It is very important to clarify the condition, surface-stability, evenness and load-bearing capacity of the floor at the installation site. Please consult an architect or structural engineer if you are unaware of the static floor conditions. Soft floors like wooden floors (cork or plank flooring) or bitumen layers may require load-spreading plates underneath each leg supporting the system. Some options that have a higher weight may exert high-pressure punching forces on the floor. Also take into account the additional weight of the media to be printed, transport trolleys and operators in the installation area.

All devices and options need to be transported to the installation area. The site survey document shows the door width and height required for the system components to be brought into the premises. Please plan where to unload, unpack and along which route to move the delivered items in advance. Any use of stairs, forklifts, lifts, floor-protection plates etc. must be clarified upfront.

Please discuss all details relating to how the system will be used, media handling (transport), workflows and potentially required offline processes (post-production). This may strongly influence the installation and setup of the system and therefore production optimisation.

Finally, the site survey (both the document and the process step) will result in a site-preparation task agreement that is to be fulfilled by both sides in order to guarantee satisfactory installation.

Moving a press from its delivery location to the installation site and then setting it up requires detailed preparation. This video shows the most important facts that must be determined as part of a site survey in order to be fully prepared for delivery and installation.



PROOF OF CONCEPT

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If you already have a clear vision of your production workflow, the required media, system configuration, production automation and relevant business-related details, we usually come back to you with an offer to proof the concept. In this case the sales representative responsible for your needs may already have offered to arrange for you to visit one of our showrooms. Once there you can get to grips with the system in general and test your print data and your media.

However, as has already been mentioned, in some cases it may not be possible to show you your preferred system configuration in advance due to the complexity of its potential applications, workflows and other configurations. If this is the case we can offer specific tests at our European headquarters, and a media testing service provided by our Media Evaluation Lab (MEL).

If the type of media you plan to use has already been tested, the evaluation information will be available in our media database. Otherwise, roughly 2500 sheets of your special media will be sufficient for our testing procedure. We can also gather test information at our lab if the configuration and workflow are particularly complex. For instance if you plan to make use of equipment that is rarely connected to the system such as third party finishing products.

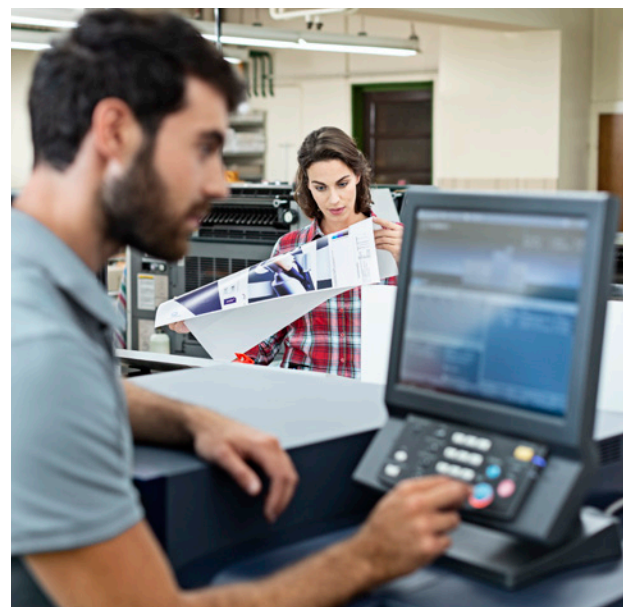
Our aim is always to fulfil your expectations. To help ensure this we strongly recommend a real test, and not just for very specific applications like security printing, output control or printing of data streams. This test will help reveal any unexpected obstacles and gives us a chance to find and make adaptations before delivery. We may even develop completely different solutions for your business case if needed. Our combined resources as a partner in the printing industry and an IT solution provider may open up exciting new opportunities to your business.

Konica Minolta showrooms offer a wide range of options to simulate customer-specific workflows. Special print media can be tested and print samples can be created for customers to try out with dedicated finishing equipment.



If you plan to print pages for use in special finishing or embellishing applications, we strongly recommend fully processed sample pages are created so we can conduct a test-run under your planned post-production conditions. Some of these special applications, such as varnishing, lacquering or laminating may need additional process steps, such as surface treatment, to create the perfect appearance.

Our technical and consultancy specialists will support you in developing your workflows using all their experience and access to Konica Minolta's global expertise.



SERVICE CONTRACT

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Konica Minolta provides a service contract for all devices sold. This is known as a service level agreement (SLA) and describes the terms and conditions for both parties regarding product maintenance during the contract period. The service contract offers a range of special agreements such as various options for remote support, operator self-maintenance or automatic delivery processes.

Naturally some regular maintenance is required to retain the expected level of print quality. We always aim to handle any required maintenance task as fast as possible and to the highest level of quality. Our classic system support model covers telephone support and on-site visits by technicians and product specialists.

This service can now be complemented by a state-of-the-art remote support service known as Expert Service and Maintenance (ESAM). This also provides for ORU - Operator Replaceable Unit - maintenance.

As Konica Minolta's state of the art solution ESAM is designed to reduce system downtime through remote analysis and remote guidance that then enable operator performable service activities. These can range from paper-jam removal up to image-drum replacement and subsequent system re-calibration.

Implementing ESAM and ORU service support requires the use of modern communication tools on both sides. So it is important to establish the required technical and personnel conditions on the customer side. Technical, in this case, refers to the setup of required connections — specifically two-way communication via a local network and the approval of its utilisation for service purposes. The personnel aspect refers to operator or in-house technician training, enabling your employees to use the remote tools and physically deliver the required maintenance tasks.

Note: Konica Minolta provides a variety of remote support options. All of these are GDPR compliant and do not interfere with a customer's network. Please find the descriptions of the main tools in the following sections.

REMOTE DESKTOP SUPPORT

Konica Minolta uses a special ISL (ISL-Online) tool to provide a remote desktop connection. This connection can be established as a permanent or temporary connection. A temporary connection will require customer approval each time it is used.

ISL enables us to provide attended and unattended remote support to maintain software and hardware at your site. Its Remote Panel tool allows us to act on the system's user interface the same way the operator does. In addition we can enter the service mode remotely to complete engineer-related tasks without the need to be physically present on-site.

CUSTOMER SUPPORT REMOTE ANALYSIS (CSRA)

A CSRA connection allows device monitoring to detect errors, warnings and track the remaining lifespan of parts. Additionally it is used for reading counters such as those used for automatic accounting and just-in-time automated toner delivery. CSRA also provides general device status information for use in support cases, such as predicting when parts will need replacement. Our support organisation uses this device-status monitoring information to prepare for their next site visit. For example they use the information to check the availability of new parts or to order in additional parts. We therefore recommend connecting your system to our CSRA support service as it helps to increase system uptime by improving the quality of support offered, minimises parts related delays, and reduces the amount of time required for service analysis.

REMOTE VIDEO SUPPORT

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Remote video support (AIReLink) is available as one of our remote support tools. In many instances this virtual video support service is an excellent alternative to physical on-site technical and service support. It can fulfil many system support needs from managing settings to setting up or installing software. It can also guide users via a remote connected computer – such as our RIP controllers - to help jointly define data processing workflows for system setup and training.

Any stationary or mobile device (smartphone, tablet, laptop, PC) equipped with a video camera, speaker, microphone and modern internet connected browser can be used to establish a GDPR-compliant video support session. Using a remote video connection lets us provide support as quickly as possible via Konica Minolta's remote desktop support tools. The wealth of information gained during video communication allows us to make more precise analysis of any issue and helps us guide your operators through any maintenance task much faster. It also gives the operator greater confidence in handling the task when compared to relying on phone support.

Importantly we do not need access to personal or device-related data to provide this remote video support and can therefore promise very high levels of secure communication. As demand for remote support has

grown within the last couple of years it is now a standard part of the Konica Minolta support strategy. It is also one method by which Konica Minolta offers to reduce system related CO₂ emissions as it reduces our need to travel to your site.



Remote video support is a state-of-the-art customer support solution (AIReLink) developed by Konica Minolta. It is a highly efficient method of analysing problems remotely. Compared to technical support by phone, the information relayed is far more precise. Which leads to faster solutions and improves operator guidance when troubleshooting system issues.



SELF MAINTENANCE/ESAM-ORU

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As already briefly described, Konica Minolta offers a self-maintenance concept that can allow customers to react quickly to upcoming errors during a production run. This concept is called ESAM-ORU and manages Operator Replaceable Units (ORU) maintenance under the ESAM service concept as also described previously.

ORU processes are aligned with the additional services provided by ESAM and acts as a kind of self-insurance which helps you ensure a high degree of uptime for the system. Enabling your on-site personnel, the system operator or an in-house technical, to troubleshoot the fastest response to any detected problems.

The concept includes additional training for the personnel maintaining the system. A trained operator, or in-house technician, will then have the ability to maintain, clean, refurbish and replace key relevant parts within the image-processing and fusing section. The aim of this training is to equip the operator with the knowledge to maintain the system in line with the ORU-documentation and return the system to the defined quality level.

As saving time is the key focus, a pre-defined list of ORU parts will need to be stored close to the system. You, the customer only have to purchase an initial set of parts. All ORU parts consequently used from this local stock will then be re-supplied by Konica Minolta at no additional cost.

ORU parts from this stock should only be used when use is authorised by a Konica Minolta service specialist who is responsible for analysing the system from a remote location. This requires communicating wealth

of relevant information via Konica Minolta task-specific remote tools, including the ISL- based remote desktop support tool, which provides direct control of system related computers - RIP, engine UI and others. While the remote video support tool (AIReLink) covers all peripheral support items and monitoring of the effects during operator-performed tests.

If the remote analysis results in the need to replace parts, the operator or in-house technician will replace the parts, meaning the system can be returned to production in a much shorter period of time.



This video provides a short insight into the print engine showing where Operator Replaceable Units (ORU-parts) can be replaced.

PROCESSING CHECKLIST

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In line with the reasons for producing this document, please use this checklist to ensure all parties achieve the correct common understanding of expectations relating to the installation, operation, media usage, general performance and support for the planned system. Check all parties fully understand and have communicated the following:

- Device capabilities are in conjunction with customer business applications
- Planned workflows approved to fulfil productivity expectations
- Technical realisation of planned workflows is approved
- Quality reference samples that meet the Konica Minolta standard have been provided to the customer
- Quality expectations of the planned types of print media match customer expectations
- General system utilisation and operator handling match expected skill levels
- Advantages of using the IQ-501 quality assurance option are understood
- Automation and simplification options and the advantages of using them have been explained
- Self-maintenance and the recommendation of user performed service tasks that help increase uptime
- System connectivity advantages for technical monitoring and remote support
- The importance of a proof of concept as a part of the decision-making process
- Definition of a common print quality standard
- Early discussion about planned workflows and applications

All items in this list should be clearly understood and agreed by all sides – you, our valued customer and the representatives of Konica Minolta.

With the following signature, the parties involved confirm that they have taken note of and agree to the facts explained in this document.



CUSTOMER DETAILS

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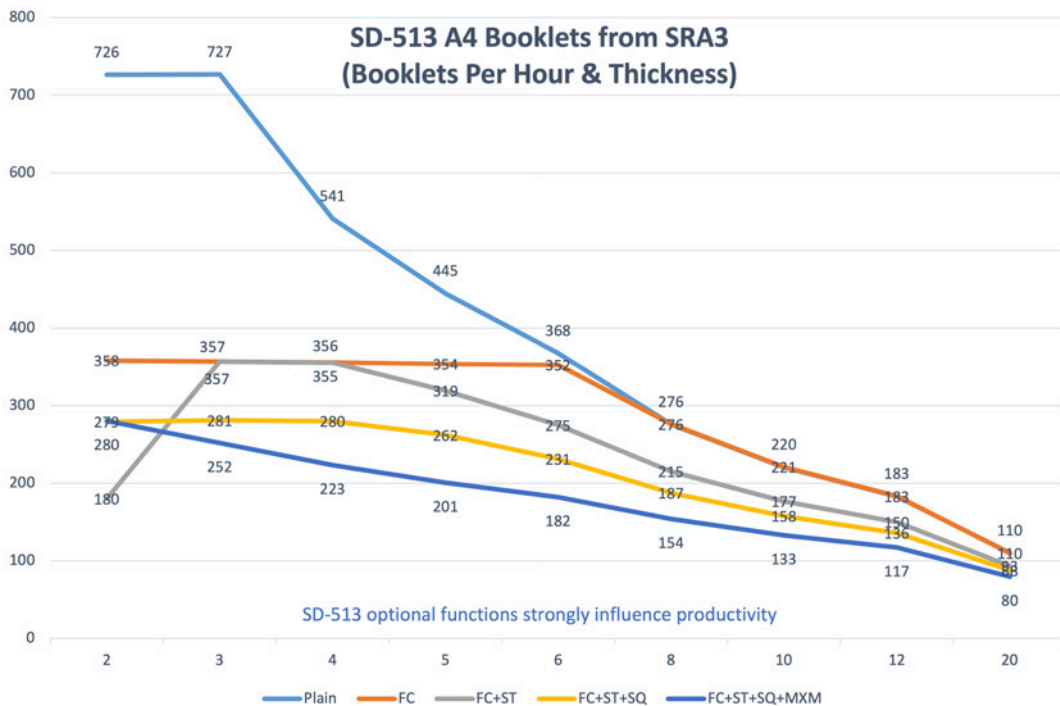
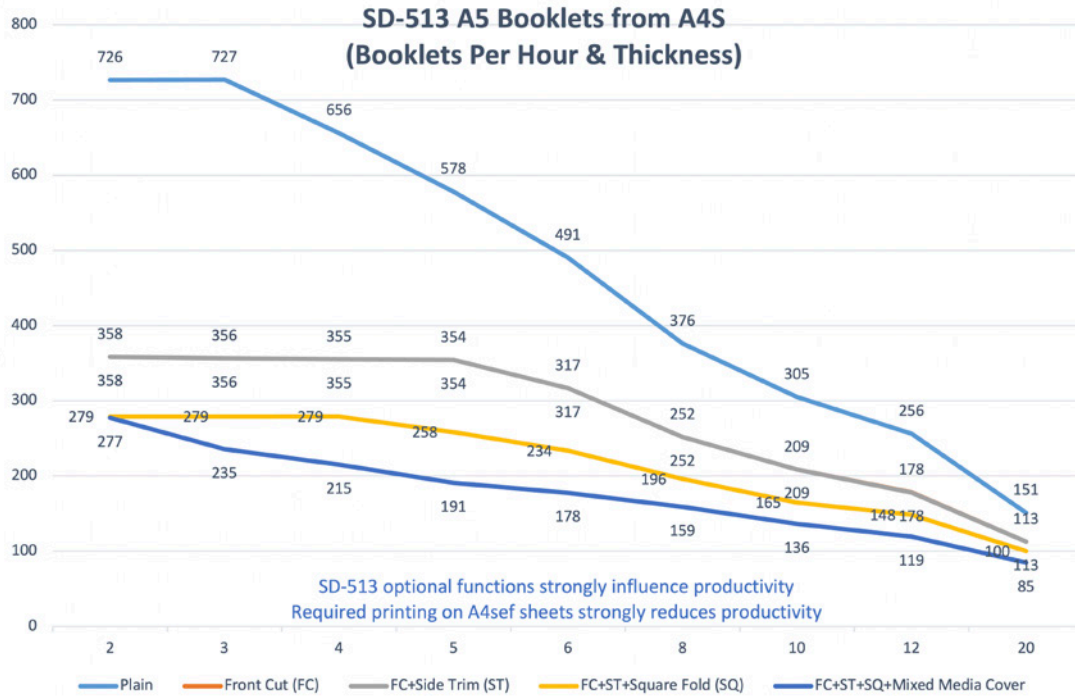
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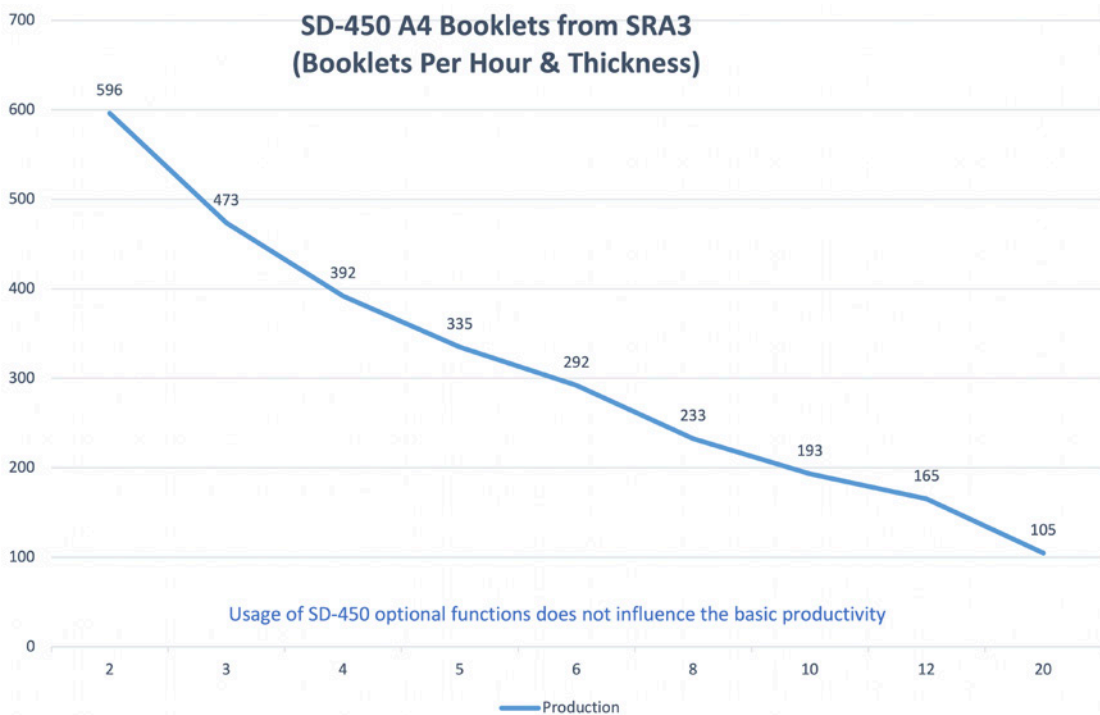
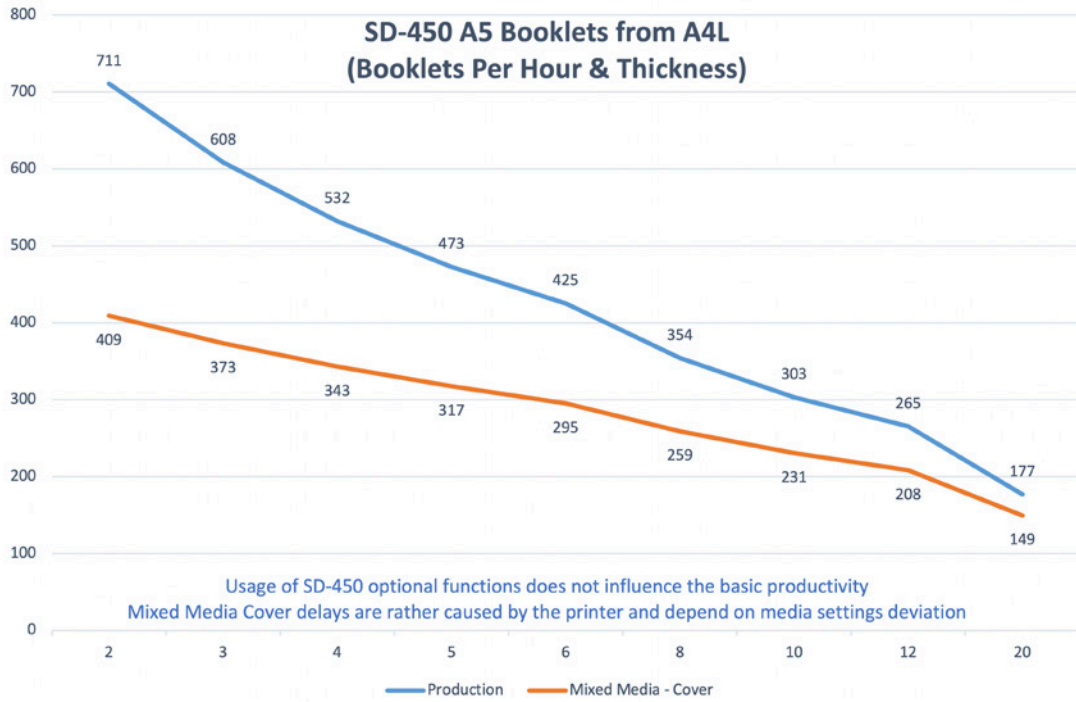
NATIONAL OPERATING COMPANY DETAILS

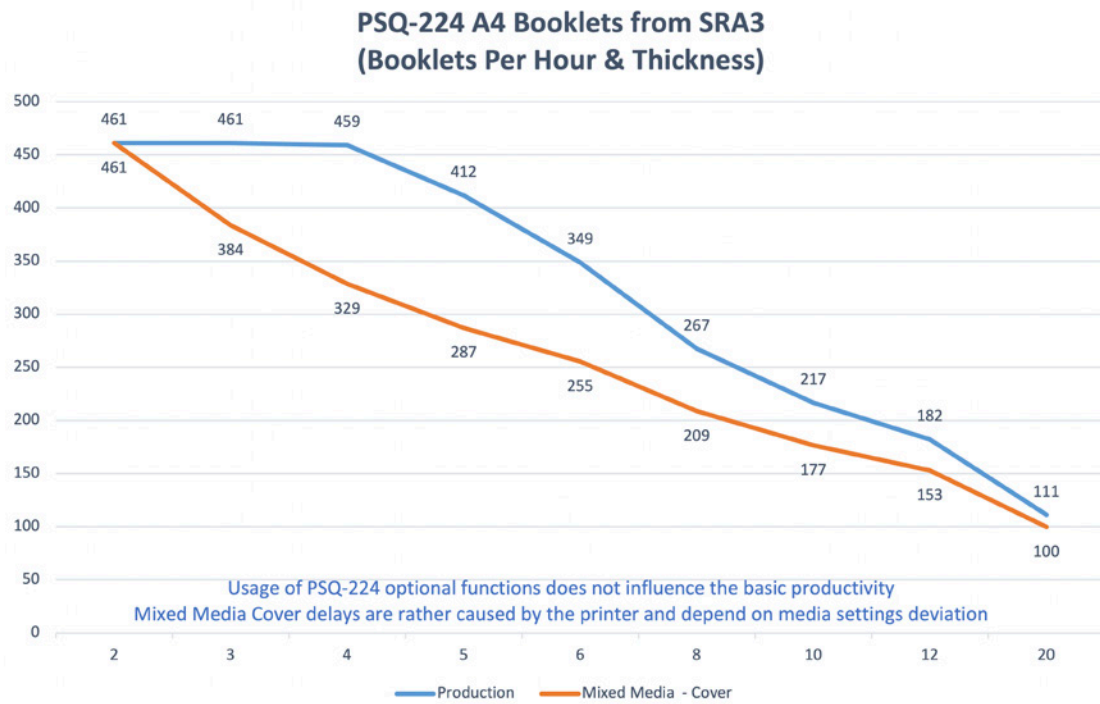
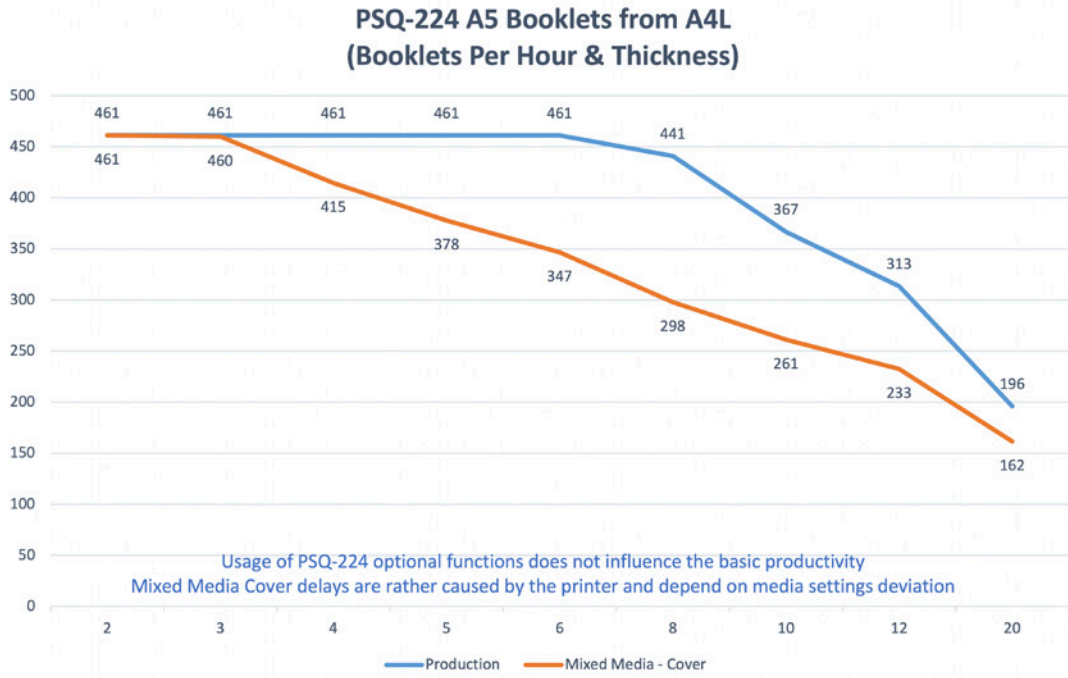
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APPENDIX

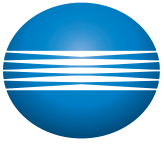
BOOKLET APPLICATION PRODUCTIVITY TABLES











KONICA MINOLTA