KONICA MINOLTA

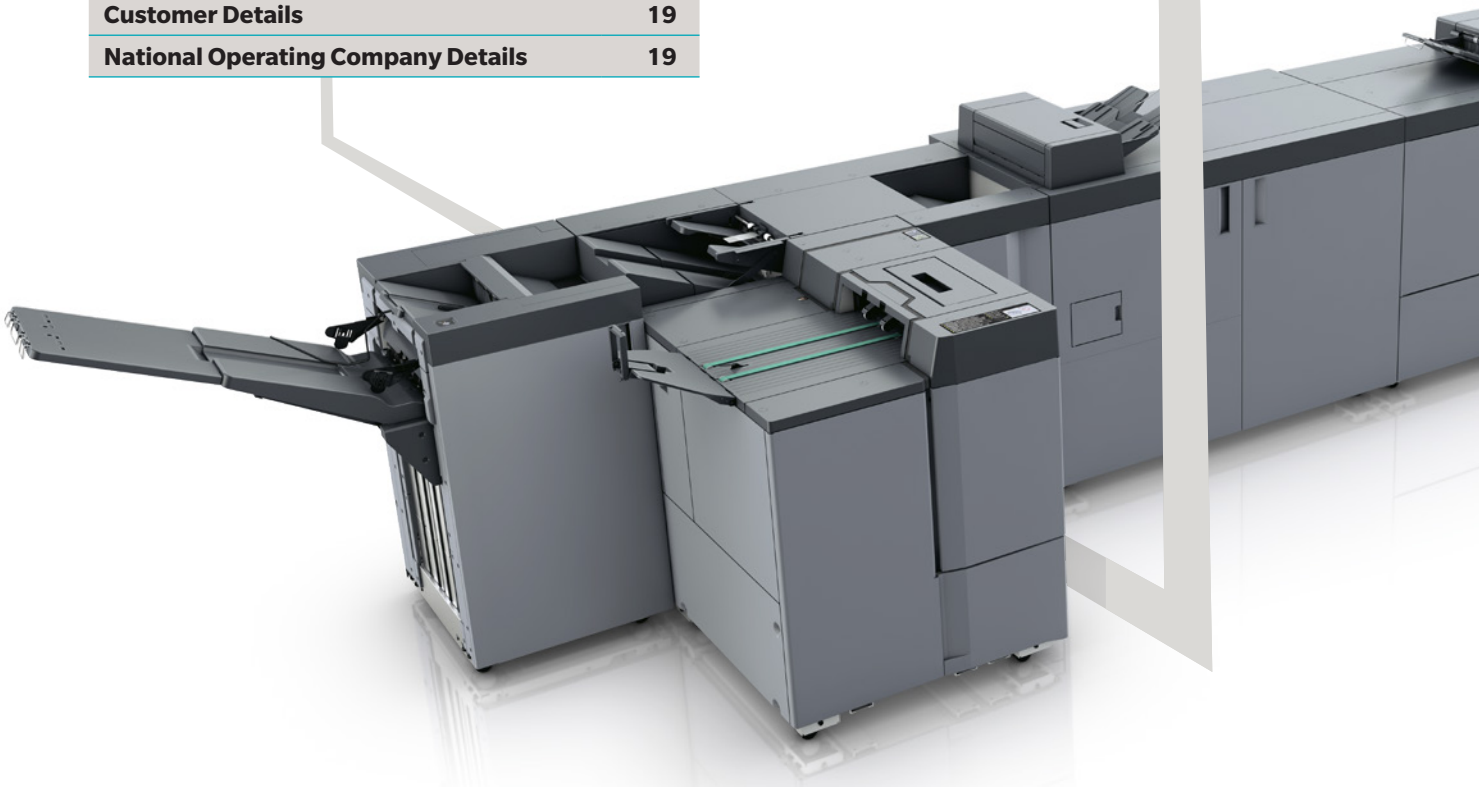
AccurioPress
C7100/C7090

EXPECTATION AGREEMENT

AccurioPress C7100
AccurioPress C7090

Giving Shape to Ideas

Content



INTRODUCTION
AccurioPress C7100 SERIES

This EXPECTATION AGREEMENT is designed to help you, the customer, understand the main operational parameters that lead to high customer satisfaction. It shall help to clarify as well avoid any misunderstandings and shall establish guidelines and mutual agreements, setting clear performance expectations between Konica Minolta and you, our valued customer.

Please use the information contained within this guideline as a base for any preconditions that need to be agreed upon by both parties and as a checklist for individual items that need to be clarified from a technical and technological point of view.

Finally, this document shall provide a list of topics to discuss, allowing a common understanding to be found for each of them and ensuring that none are missed.

The following pages contain general information regarding the planning, installation, training and use of the AccurioPress C7100 series. This is in conjunction to 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 C7100 series read each section of the document. Please discuss any questions 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 the site/location. The customer must take all necessary steps to ensure and assure themselves that the premises can accommodate the equipment as per the manufacturer's recommendation.

This document contains additional information in the form of videos, for which links are provided. The links can either be clicked on in the digital document or the corresponding QR code in the printed document can be scanned using an appropriate QR code scanning application, allowing the video to be viewed in a browser. The videos visually explain the context of what is described in the text.

Enjoy a brief introduction to the Konica Minolta AccurioPress C7100 series product strategy. This link is an example of how the videos containing additional information can be accessed throughout this document.

PRODUCT OVERVIEW
AccurioPress C7100 SERIES

The digital revolution continues apace and the AccurioPress C7100 and C7090 stand out as the masterpieces of the next chapter in Konica Minolta's outstanding story of production printing product development.

The AccurioPress C7100 series provides advanced automation and intuitive operations, requiring less human intervention. Combined with its enhanced basic performance, the C7100 series improves production efficiency, expands the job portfolio and boosts profitability.

Our aim is to generate concrete additional value by offering boosted productivity. Advanced skill-less operations require fewer human interactions due to the system being enhanced with functionalities such as Auto Quality Adjustment (AQA) and Auto Inspection Technology (AIT), which includes a variety of verification functions even for variable data printing (VDP). The media sensor (IM-101) automatically detects the media type. This enables the optimal media settings to be automatically selected, simplifying media catalogue utilisation.

We enhanced the system's availability and uptime using predicted maintenance forecasts (PdM) by analysing the system's component health status (advanced data utilisation service requires a two-way CSRA connection).

We extended the capability of the multiple tray paper-feed unit to allow feeding of sheets up to 900 mm long (PF-812). Duplex printing has also been extended to 900 mm with the support of up to four duplex A4 impositions (8-page banner/folded).

The new in-line, four-edge trimmer (TU-510) adds new functions to our finishing portfolio (cutting, creasing and perforating).

Technically enhanced media handling improves the image quality for embossed paper and envelope support even when using the standard fusing device.

The system's development and all of the new or improved functionalities combine to optimise cost performance.

This product video shows the major functionalities, options, process automations and workflows that the Konica Minolta AccurioPress C7100 series has been designed for.

TECHNICAL EXPECTATIONS

AccurioPress C7100 SERIES

PRINT VOLUMES

The system has been designed to handle the print volume-related references as shown in the table below.

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

Volume	AccurioPress C7100	AccurioPress C7090
Average monthly print-volume	113300 A4 images	69300 A4 images
Avg.print-volume (monthly/5 years)	330000 A4 images	330000 A4 images
Peak volume in Q-Zone (month)	1.8 million A4 images	1.62 million A4 images
Engine life-volume	20 million A4 images	20 million A4 images
Engine life-time	Max. 7 years	Max. 7 years

Any information regarding service maintenance intervals, visit periods and maintenance down-time is mentioned based on the average monthly print volume. The information on peak volume is meant in reference to a non-continuous high print volume for seasonal situations.

NOMINAL SPEED AND REFERENCE PRODUCTIVITY

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

Format	AccurioPress C7100	AccurioPress C7090
A4 (lef)	100 ipm (colour)/110 ipm (B/W)	90 ipm (colour)/110 ipm (B/W)
A3	57 ipm (colour)	51 ipm (colour)
SRA3	53 ipm (colour)	48 ipm (colour)

This engine series is 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.

PRODUCTIVITY AND PERFORMANCE

The AccurioPress C7100 series has been designed based a concept of creating a high level of automation in print production. This is reflected in the variety of ready-made print products, as listed below:

- 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

The productivity of the AccurioPress C7100 series depends on the type of inline finished print products. All offered finishing options are capable of receiving and passing through printed sheets at the full speed of the printing system (see previous section).

One of the key focus areas during the product design was production efficiency. The ability to produce ready-made print products was a key element and it requires a high level of automation. This video shows the unique set of cutting, trimming, perforating and creasing functions built in to the TU-510 trimming unit and their influence on print productivity.

This is dependent on the finisher type and job structure as well as how much of a time delay the physical handling of incoming sheets or stacks may cause.

Please be aware, that complex finishing processes have a dedicated processing time. The system will approach the reference productivity, if the processing time of the finishing option is shorter than the feeding/collecting time.

As an example: In general, booklet making finishers have the ability to process a set of paper-sheets while receiving/collecting the next set of sheets at the same time. As long as the time taken to collect new printed sheets takes longer than the processing time of a collected page-set, the engine will perform as expected. So the total number of sheets/pages in a booklet is a key value for the potential productivity.

If the customer's application focuses on low- or single-sheet jobs, please make sure to test the application in a showroom in advance to ensure that the customer is satisfied with the productivity.

There is always a good offline alternative for applications that are identified as having a high risk of performance drop due to an inline process timing mismatch. Let us advise you about alternative ways to work using serialised and/or parallelised processing. Our aim is to let you work with the highest possible productivity.

Productivity efficiency is a key factor in any modern production environment.

The incredibly wide variety of print-job parameters (media type, media size, simplex/duplex printing, mixed-media usage, sequence of finishing functions used, output-stacking capacities, post-production requirements etc.) allow extremely customised print and production workflows to be created. If you plan to make use of one or more complex workflows, please take advantage of our offer to simulate your idea beforehand. This allows efficiency and quality related items to be analysed in more detail and will lead to an optimised system that fulfils your business requirements.

INTELLIGENT AUTOMATION

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

IM-101, a media detection sensor

- 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

Small improvements simplify the operation of complex machines and reduce the number of possible sources of error at the same time. The IM-101 media sensor allows print media to be easily detected and assigned based on their measurable physical properties.

IQ-501, a multifunctional quality care unit

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

IQ-501 is our universal answer to simplifying and automating many of the complex tasks required for professional production. The unit monitors the final printed simplex or duplex sheets for a variety of aspects and automatically corrects the printing process or manages an automatic re-print in the event of detected errors. This level of automation reduces production attendance time.

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 yet another fully integrated feature. This video shows manual profile creation with its very high preciseness of tone-curve measurement compared with the very fast and simple process using IQ-501 for daily use.

IMAGE REGISTRATION

Image registration is technically realised by detecting the leading edge of a sheet of paper and synchronising the latent image transfer according to that. Due to the sheet being turned over for duplex printing, what was originally the trail-edge becomes the leading edge. Any variation in the length of the media (e.g. cutting variation, fusing related shrinking/expansion) therefore has a significant influence on the precision of image registration. Registration settings are included in the media dependent settings in the media catalogue. These settings can be setup permanently using a manual process or automatically using the IQ-501 with its ability to provide continuous print-process control and therefore dynamic correction.

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 image-to-paper alignment on the back of automatically duplex-printed print-jobs can similarly vary by up to ± 0.6 mm in both directions.

The front-to-back alignment of duplex-printed sheets can also vary by up to a maximum of ± 0.6 mm in both directions.

The IQ-501 is the perfect option for stabilising this registration, even if your media sizes vary through several batches or you use self-cut stock.

Image-on-media registration is a very critical item. It requires very exact measurings during the manual setup. This video shows both, the manual and the automatic process of media size detection and – most important – the ability of a permanent surveillance and correction of image-registration during a production run, when utilising an IQ-501.

NO PRINT AREA

There is a leading edge deletion of less than 4 mm and trailing edge deletion of less than 4.5 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 this down to frameless printed end-format pages.

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

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 to provide 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 will be performed using paper cutting devices for large stacks of paper. A TU-510 can 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 (temperature/humidity) conditions, system maintenance, print applications, paper size, paper thickness, user settings, print controller data streams, mixedplex or mixed-media usage and other factors.

The system performs image-quality related adjustment cycles to guarantee the best quality output. The frequency and required time for these cycles depends on the amount of toner used (cleaning and colour density regulation) as well as the media type and thickness (automatic transfer and fusing adjustments). Several print quality-related settings in the system influence this. If you want to use special media or require special settings, please refer to the chapter "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, care and training. Using a production printing device has an impact on the required service time. While planning and scheduling your print production you must plan downtimes for service and maintenance.

There is a special program for self-maintenance available called ESAM-ORU. This program enables a trained operator to replace several parts in the system and return the system to its original quality standard. Using ESAM-ORU shortens the regular reaction time as agreed within the service contract and reduces the downtime of your system. Please refer to the chapter "Service contract" for details.

PAPER JAMS

While paper jams are not totally avoidable, there are many precautions that can be taken to reduce the frequency of their occurrence. A basic precaution is using a media setup in the media catalogue that correctly defines the specifications for the size and grammage/thickness of the media. This allows the system to select the correct transfer currents and fusing temperature. Some media become wavy when dried-out by the fusing process and may need a re-humidification. An accumulation of statically charged pages in a paper-stack may delay post-production processing of the stacks or require additional time to wait for the static electricity to discharge itself. Our re-humidifying option, HM-101, has been designed for these purposes. It re-creates a humidity level in the media that avoids static charge and media 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 is here to handle these kinds of sensitive media to keep productivity high.

If a paper-jam happens, the system starts an easy-to-follow guide on the user panel that details several positions to check and remove paper. If possible, the system feeds out all remaining sheets from the paper feed to reduce the manual work. The printing process then continues with the page following the last correctly processed page to maintain print-job consistency.

IMAGE QUALITY
AccurioPress C7100 SERIES

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 of which have an influence on the quality of the image created. The print quality might also change over time. If the output quality of a Konica Minolta system comes into questioned, the system should first be checked using the Konica Minolta print reference page printed on a quality reference media.

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

- When printing a large area at high toner coverage, small variations may be seen across the area.
- Some paper surface types may cause a "grainy" appearance in the 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 an output with visible roller marks. This effect 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.
- There may also be very small shifts in density over a period of time. When producing the second side of a two-sided print, there may be patchiness in density and a breaking up of fine lines. To minimise the occurrence of these issues, printing the side with the lesser density first (toner coverage) may be recommended.
- 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.
- After printing longer runs of black-and-white-only jobs using process colour mode, the colour quality may show higher variations during the subsequent colour jobs.
- On heavy-weight coated papers, gloss effect differentials may occur.
- When printing on a heavy paper weight and folding this printed paper, the toner where the paper folds may peel off.
- When only printing on heavy paper weights, a shorter maintenance cycle should be expected.
- When printing on very limp papers (such as coated papers below 120 g/m^2) with a degree of high toner coverage and with the printing extending very close to the edge of the papers, paper jams may occur in the fusing unit.

These are known issues and most of them can be corrected by using more specifically tuned media settings. In some cases, special media handling will generate much better results. This could be 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.

Effects that are 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

AccurioPress C7100 SERIES

Our printing systems and controllers are certified for FOGRA (ISO 12647-8/Validation Print) and therefore fulfil 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. A special focus has been placed on image zoom (scaling) and front-to-rear registration. The incredibly wide range of media the system can handle requires the use of different technical strategies to optimise such registration results.

Of course, the processing unit itself can be setup for specific media handling by the operator for each individual type of media in the media catalogue. This is standard functionality that one can find on every printer on the market. The settings for colour density levels, transfer settings, media-depending settings for fusing temperature, media size, thickness, coating type, structured surface and more are set to pre-defined values. However these settings can 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.

This video explains the parameters set in the Konica Minolta printing standard. This standard includes both colour-management and media-handling specifications. In addition, the IQ-501 offers the ability to automatically monitor all of these parameters during the printing process.

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 the 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.

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.

SPECIFICATION DOCUMENT
AccurioPress C7100 SERIES

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 that produce ready-made booklets, brochures or even postcards and business cards.

This document shall 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 choose. 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 very important to clarify the space requirements 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 all be determined during the site survey. Please refer to the chapter "Site survey" for more detailed information.

Please read the specification details carefully if you plan to use 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. Please refer to the chapter "Proof of concept" to figure out how we go about precisely gathering your requirements to fulfil your expectations.

SITE SURVEY
AccurioPress C7100 SERIES

A SITE SURVEY document will be created prior to the final order being agreed. This will be carried out 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 understanding to minimise any possible 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 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 work-flows. 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 have to be determined as part of a site survey in order to be prepared for the delivery and installation.

PROOF OF CONCEPT
AccurioPress C7100 SERIES

If you already have a clear vision of your production workflow, the required media, system configuration, production automation and even business-related details, we usually come back to you with an offer to proof the concept. Your responsible sales representative may have already offered to arrange for you to visit one of our showrooms. Here you can get to grips with the system in general. You will also be able to test your print data and your media.

In some cases it may not be possible to show you your preferred system configuration due to the complexity of the potential applications, workflows and configurations as already mentioned. In these cases we can offer specific tests at our European headquarters. More specifically, a media testing service provided by our Media Evaluation Lab (MEL). If the type of media has already been tested, the evaluation information is 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 or make use of equipment that is rarely connected to a system – e.g. 3rd party finishing.

Our aim is to fulfil your expectations. We always recommend a real test, not just for very specific applications (security printing, output control, printing of data streams etc.). This prevents unexpected obstacles and gives us a chance to find and make adaptations or even develop completely different solutions for your business case, if needed. Our combined resources as a partner in the printing industry and as an IT solution provider can open new opportunities to your business.

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

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

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

SERVICE CONTRACT
AccurioPress C7100 SERIES

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.

It is our aim to handle any required maintenance task as fast as possible and to the highest level of quality. Maintenance is required to retain the expected level of print quality.

The classic support concept covers telephone support and on-site visits by technicians and product specialists. This concept has been complemented by a state-of-the-art remote support concept.

The extended concept is called the "Expert service and maintenance" concept (ESAM) and provides optional features like ORU—operator replaceable unit—maintenance as a self-maintenance option. ESAM is Konica Minolta's solution designed to reduce any downtime by offering remote analysis and remote guidance for operator performable activities, ranging from paper-jam removal up to ORU-related image-drum replacement and the following system re-calibration.

This service requires the use of modern communication tools at both sides. To achieve this, it is important to establish the required technical and personnel conditions on the customer side. In this instance, "technical" refers to the setup of required connections — specifically two-way communication via a local network and the approval of its utilisation for service purposes. While "personnel" refers to operator or in-house technician training, enabling employees to use the remote tools and physically provide the required maintenance tasks.

Konica Minolta provides a variety of remote support options. All of the options 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 requires customer approval each time. This allows us to provide attended and unattended remote support to maintain software and hardware at your site. The Remote Panel tool allows us to act on the system's user interface the same way the operator does. What's more, we can enter the service mode remotely to complete engineer-related tasks without being physically on-site.

CUSTOMER SUPPORT REMOTE ANALYSIS (CSRA)

A CSRA connection allows device monitoring to detect errors, warnings and the remaining lifespan of parts, in addition to reading counters - e.g. for automatic accounting and just-in-time automated toner delivery processes. It provides general device status information for use in support cases (such as predictions of when parts will need replacing). Our support organisation can use the device-status monitoring information to prepare for the next visit (checking the availability of parts or ordering parts, etc.). We recommend connecting your system to our CSRA support. CSRA support is a state-of-the-art support service that has a great amount of potential to improve the quality of support while requiring a shorter amount of time for analysis, and helps to increase system uptime.

REMOTE VIDEO SUPPORT
AccurioPress C7100 SERIES

Using remote connections, we can provide support as quickly as possible. Konica Minolta uses very specific tools for a specific range of tasks.

Our remote desktop support tool fulfils all needs, be it managing settings, setting up or installing software or even guiding users on a remote connected computer – e.g. our RIP controllers – to define data processing workflows together (setup/training).

Therefore we added the video support to our list of remote tools. Any stationary or mobile device (smartphone, tablet, laptop, PC) equipped with a video camera, speaker, microphone and modern browser connected to the Internet can be used to establish a GDPR-compliant video session. We do not need access to personal or device-related data to do so and can guarantee secure communication. The wealth of information available during video communication is enormous. This allows us to make much more precise analyses and lets us guide an operator through maintenance tasks much faster and with more confidence on the part of the operator than when relying on just a classic phone call. This virtually brings our service closer to an on-site service.

The demand for remote support has grown within the last couple of years and is now a standard part of the Konica Minolta support strategy. It is also one of the items Konica Minolta offers as a way to reduce CO_2 emissions as it lowers our need to travel.

Remote video support is a very efficient way to analyse problems remotely. Compared to technical support by phone, the level of precision of the information that can be relayed via video call is much greater and leads to faster solutions and improved operator guidance for troubleshooting. This is a state-of-the-art customer support solution.

SELF MAINTENANCE / ESAM-ORU
AccurioPress C7100 SERIES

As already briefly described, Konica Minolta offers a self-maintenance concept to allow customers to quickly react to upcoming errors during a production run. This concept is called ESAM-ORU and handles operator replaceable units (ORU maintenance) under the ESAM service concept as described above.

The ORU processes are aligned with the additional services provided by ESAM. This service is a kind of self-insurance to ensure a high degree of uptime for the system. On-site personnel – the operator or an in-house technician – can provide 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 have the ability to maintain (clean, refurbish, replace) the most relevant parts within the image-processing and fusing section. The aim of the training is to enable the operator to maintain the system following the ORU-documentation and return it to the defined quality level.

Saving time is the key focus here. As a result, a defined list of ORU parts needs to be stored close to the system. The customer only has to purchase the initial set of parts. All used ORU parts from this local stock will be resupplied by Konica Minolta at no additional cost.

ORU parts from this stock shall be used only when authorised by a Konica Minolta service specialist. The service specialist is responsible for analysing the system from a remote location. This requires communication with a high wealth of information. Konica Minolta uses therefore a task-specific set of remote tools. The ISL-based remote desktop support tool provides direct control of computers (RIP, engine UI etc.). 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.

PROCESSING CHECKLIST
AccurioPress C7100 SERIES

Following the cause of this document, please find a checklist of topics to achieve common understanding on below:

- Device capabilities in conjunction with the customer business applications
- Planned workflows are approved to fulfil both parties' productivity expectations
- Technical realisation of planned workflows is approved
- Quality reference samples as the Konica Minolta standard are provided to the customer
- Quality expectations of the planned print media types match the expectations
- General system utilisation and operator handling fits expected skill levels
- Advantages of using the IQ-501 quality assurance option are understood
- Automation and simplification options are discussed and the advantages are explained
- Self-maintenance and its recommendations as a task that increases 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 shall be clearly understood and agreed by both 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
AccurioPress C7100 SERIES

Full business name	
Name of main contact	
Email address	
Phone number	
Mobile number	
Address 1	
Address 2	
Town	
Country	
Postcode	
Date/Place/Signature	

NATIONAL OPERATING COMPANY DETAILS

NOC	
NOC sales owner	
Email address	
Mobile number	
NOC technical owner	
Email address	
Mobile number	
Date/Place/Signature	

KONICA MINOLTA

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