

3M Library Systems
On-Site Service and Support



Quick Response.
Problems Solved.





Expert Service
Has Arrived

Unmatched Service and Support:



Local, expert technicians: 3M is the only RFID provider that will take the hassle out of service by coming on-site to maintain your solutions as opposed to having your staff actively respond whenever problems arise.



Stocked service fleet: our nationwide service fleet stocked with parts can be at your doorstep quickly to get your system up and running.

3M is the only supplier with a support team that includes a nationwide fleet carrying replacement parts for your library solutions.



On-site preventive care: many of our service agreements include “checkups” to make sure your solutions are working optimally and have the latest software.



Automatic updates: software updates and bug fixes are included as part of most standard 3M On-Site and Support agreements.

Reduce Hassle. Help More Patrons.

After investing in solutions that improve your library, we know it is important to protect your investment. With a 3M Service Agreement, you get the best of 3M – industry-leading equipment, expert maintenance and repair, and the personalized support you need to minimize inconvenience for your patrons. We deliver the tools and answers you need to get, and keep, your library up and running.

Yes, We Deliver.

3M is the only supplier with a support team that includes a nationwide fleet carrying replacement parts for your library solutions. This allows us to be at your doorstep and fix potential problems quickly, allowing your staff to focus on what they do best: support patrons.

We'll Protect Your Investment, So You Can Invest in Patrons.

It is essential to protect your investment with the highest quality service team, and to protect your budget from unexpected, costly and time-wasting repairs. 3M On-Site Service and Support will allow your staff to focus on your patrons.



Contact your 3M Library Systems consultant today at 1-800-328-0067, Option 1, to get your quote and find out how affordable and valuable a 3M On-Site Service and Support Agreement can be.

Terms and Conditions

WHAT WE WILL DO:

Hardware: In consideration of payment of the agreement price, 3M will furnish labor and replacement parts necessary to maintain the Equipment specified in this agreement in proper operating condition during the term of this agreement, provided that the Equipment is installed by an authorized 3M Service Provider and used as directed. This Service Agreement covers Equipment failure during normal usage. 3M agrees to provide:

- On-site remedial maintenance during On-Site Coverage Hours When 3M is notified that the Equipment is not in good working order. 3M will provide a toll-free telephone number for Customer to place, and 3M will receive, Equipment maintenance service calls twenty-four (24) hours per day, seven (7) days per Week.
- All labor, service parts and Equipment modifications 3M deems necessary to maintain the Equipment in good working order. All service parts will be furnished on an exchange basis and will be new parts or parts of equal quality. For certain Equipment, 3M reserves the right to replace the entire unit with new equipment or equipment of equal quality when 3M determines that replacement is more economical than on-site repair. All Equipment and service parts removed for replacement become the property of 3M.

Software: In consideration of payment of the agreement price, 3M will furnish over-the-phone software support and remote troubleshooting of the 3M Software specified in this agreement as well as updates necessary to maintain the 3M Software specified in this agreement in proper operating condition during the term of this agreement, provided that the 3M Software is installed and used as directed. 3M agrees to provide:

- All software configuration modifications 3M deems necessary to maintain the 3M Software in good working order
- 3M Software updates
- A toll-free telephone number for Customer to place, and 3M to receive, software support calls. Over-the-phone software support calls may be placed twenty-four (24) hours per day, seven (7) days per week. Calls will be addressed during 3M Software Support Coverage Hours in the order they were received.

WHAT IS NOT COVERED:

The basic maintenance fee does not include, and 3M is not obligated to provide or perform repair of damage or increase in service time caused by (i) failure of Customer to provide continually a proper operating environment and supply of power as prescribed by the Equipment manufacturer; (ii) accident; (iii) Acts of God, including but not limited to fire, flood, water, wind and lightning; (iv) neglect, abuse or misuse; (v) failure of Customer to follow 3M's published operating instructions; (vi) modification, service or repair of the Equipment by other than 3M authorized personnel; (vii) use of Equipment for purposes other than for which designed; (viii) painting or refinishing the equipment; (ix) relocation of the equipment; (x) replacement of broken or damaged cabinetry; to include items such as lattices, base covers, book check covers, etc.; (xi) electrical work external to the Equipment; (xii) cosmetic restoration (e.g., filling of holes in floor or walls, plugging or wire run openings, removal of tape residue, etc.) after removal or relocation of equipment for any reason; (xiii) restoration of Equipment performance when it has been degraded by placement of unauthorized interference sources within the affected range of said equipment; (xiv) service requests related to use of markers (strips) other than those manufactured by 3M or its authorized distributor(s), (xv) modification, or repair of the 3M Software by other than 3M authorized personnel; (xvi) use of the 3M Software for purposes other than for which designed; (xvii) virus / hacker activity; (xviii) Non-3M Software related updates and upgrades including, but not limited to, Operation System, Anti-Virus, Intrusion Detection. (xviii) labor or materials associated with consumables such as receipt printer paper, separator jaws, patron counter batteries, and similar items.

RENEWAL:

This agreement is NOT automatically renewable. If a renewal agreement is offered by 3M, the agreement price quoted will reflect the age of the product and the service costs at the time of renewal.

ENTIRE AGREEMENT:

This instrument sets forth the entire agreement between the parties, and no representation, promise or condition not contained herein shall modify these terms whether made prior to or subsequent to the execution of this agreement.

3M Library Systems

3M Center

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www.3m.com/us/library

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