



5.1 Qualifications

- A. **Respondent Information** – Include the company name, contact representative name, business address in full, telephone number, and email address

Company Name: Novatech, Inc.*

Contact Representative: Jim Trice

Business Address: 2053 Franklin Way SE Suite 100 Marietta, GA 30067

Telephone Number: 615-610-2034 or 1-800-0637

Email Address: dhall@novatech.net

B. Questionnaire

5.1.1 Describe the history of your company as it relates to multifunction sales, support, and services. Brochures, websites, and other attachments are welcome to describe the organization.

Novatech, Inc. (formerly NovaCopy) is an award-winning copier and document solutions company providing office equipment, on-site services, and workflow solutions to over 14,500 businesses throughout the United States. Novatech was founded in Memphis, Tennessee in 1998 with just a handful of employees. Now over 363 employees strong, Novatech services the northern Georgia, southeast Missouri, the Dallas-Fort Worth area, and the entirety of Tennessee and Mississippi.

Novatech's 13 branch office and warehouse locations provide service to customers ranging from small privately owned businesses with only one or two copiers through nationally foot printed agencies with hundreds of machines. Examples include First Tennessee Bank, Clayton homes, and the Army Air Force Exchange Service (AAFES.)

With a current team of 363 employees, Novatech has been recognized by Inc. 500 as one of the fastest growing companies in the United States with gross revenues approaching \$85,000,000 in 2017.

5.1.2 What is the location of your corporate headquarters? Do you have regional offices in the Atlanta/Hapeville area? From which office would you service the equipment?

Novatech's corporate headquarters is located in Nashville, Tennessee. The Atlanta regional office is located in Marietta, Georgia. The City's devices will be serviced by technicians dispatch from the Marietta branch office and warehouse.

5.1.3 Why is your organization best qualified to provide printer/copier equipment and maintenance service for the City of Hapeville?

Novatech is known throughout the industry as being an exemplary provider of factory-recognized service within the markets served by its local branch offices including the local Atlanta area office in Marietta. Novatech maintains this reputation by consistently providing:

- **A professional, customer-oriented service department, management and administration**
- **Service response times significantly better than the industry average**
- **Preventative maintenance programs that are on time, every time**
- **Inventory control systems that assure immediate access to replacement parts and components**
- **Comprehensive training programs and performance reviews to maintain the highest levels of expertise**
- **Highly skilled technical specialists and service personnel**

Novatech is recognized by both Konica Minolta and Canon as a fully authorized and certified service center. Novatech's service support has allowed for a 98% customer retention rate, which is accomplished through significant investment in initial and ongoing technician training.

Another investment that allows Novatech to provide the best service available has been equipping all technicians with fully stocked service vans. Technicians are assigned to roam designated geographical territories, meaning that when a service call is placed, a technician is likely already near the customer site, rather than at the nearest branch waiting to be dispatched. With each technician vehicle carrying an average of \$25,000 in commonly needed parts and supplies, the City will not lose productivity waiting for a technician to return to the nearest warehouse for a needed part. The delivery time for parts is often the length of time it takes the technician to walk to the van and back.



Flexibility also differentiates Novatech from its competitors. Even Konica Minolta branch sales offices, Canon, and Ricoh do not surpass Novatech's documented level of excellence as noted by thousands of Novatech contracts awarded by customers formerly serviced by these companies.

In house financing, local decision-making and the absence of bureaucracy will allow Novatech to offer more flexibility than is common from competitors. Lengthy legal opinions from corporate attorneys, 'waiting in line' for support from far off offices in other countries do not encumber Novatech's ability to make swift adjustments and corrections to any client matter. This local decision making extends to the Marietta office. All decisions will be made locally.

Novatech's approach toward offering total document workflow solutions instead of just "Selling Copiers" is also a differentiator. Novatech has a strong reputation for reducing costs to all clients by individually tailoring how equipment, software, and user best practices will significantly lower the number of copies and prints made.

Novatech's goal is to establish from the very beginning of implementation that it does not use a "cookie cutter, one size fits all" approach to account management. By listening, discovering, offering suggestions, collaborating, implementing, refining, maintaining, and making constant adjustments, Novatech ensures that all terms of each and every contract are fulfilled to complete satisfaction.



Novatech has made training a priority and offers all training free of charge for the life of the contract. Thorough training to end users allows for maximized operational performance by preventing problems and enabling device features to be used to their optimum benefit. The following is a sample schedule that demonstrates Novatech's agenda for initial training. Training is typically performed in groups of eight people or fewer. This sample training schedule is completely modifiable to specific City needs and requests. Additional training areas will include department-specific workflow print, copy, and scan function.

Time Investment	Training Topic	Personnel
30 Minutes	Comprehensive Overview • Basic Paper Flow and Loading • LCD Interface • Basic Copy Jobs • Log In/Credentialing • Basic Scan Jobs • Supply/service ordering	Designated Key Operator General staff Departmental Users
30 Minutes	User Specific Copy Jobs • Demonstrate Access to Features/Settings to Perform • Save All Feature Settings with One Touch Key • Recall Common Job with One Touch Key • Modifying Common Job One Touch Settings • Special Paper/Tray Programming	Designated Key Operators General staff Heavy Departmental Users Others As Requested
15 Minutes	Basic Copier Maintenance • Toner Replacement • Staple Replacement • Clearing Paper Jams • Utilizing Panel to Demonstrate Basic Features	Designated Key Operators Heavy Departmental Users Others As Requested
10 Minutes	Service • Recognizing/Interpreting Machine Notices on Panel • Tips on Overcoming Common User Errors • Initiating a Service Call • Requesting Phone Support	Designated Key Operators Others As Requested
10 Minutes	Additional Training Sources • Quick Reference Guide • Manual • User Panel Interface • YouTube Videos	Designated Key Operators Others As Requested
Unlimited	Ongoing or Refresher Training – On-site	New Hires Others As Requested

Novatech also provides users a training checklist like the one below to ensure proficiency with the devices and customer satisfaction. Initial training will not be considered complete until a designated City employee signs off on the form to indicate that they are confident with the machine.



SAMPLE COPIER TRAINING QUALITY CONTROL CHECK LIST

Deal File Number		Machine ID#	
BILLING INFORMATION		DELIVERY INFORMATION	
Billing Contact Name	OMD BILL TO CUST # / iManager User name	Delivery Contact Name	OMD CUSTOMER #
Billing Contact Phone #	Billing Contact email	Delivery Contact Phone #	Delivery Contact email
Bill to Department	Billing Contact Fax #	Delivery to Department	Fax # for meter reminder
Billing Address		Delivery Address	
City	State TN Zip	City	State Zip

Copying	General Machine	Faxing	Printing	Scanning	Procedures
Sorting	Energy Saver	Selecting Fax Mode	Selecting Printer	Scan to Email	Placing Service Calls
Document Feeding	Loading Paper	Sending	Print Options	File type Selection	Emergency Priority One
Stapling	Installing Toner	Receiving	Job Control	One Touches	Reporting Meters
Duplexing	Clearing Misfeeds	Confirmation	Job Priority	Address Entry	Using iManager
Paper Selection	Owners Manual	Journal	Job Status	Resolution	Obtaining Training
Reduction	PageScope	Speed Dial	Printing Stapled Sets	File Size Issues	Contacting Account Manager
Enlargement	Bypass tray	Clearing unwanted jobs	Setting Preferences	Scan to File	Obtaining Loaners
Hole Punching	Exit Trays	Faxing from Platen Glass	Print Drivers Loaded	Unity	Placing Supply Orders

CUSTOMER SATISFACTION SURVEY (Circle One)				
Novatech helped me select the right machine and option for my volume and needs				
Novatech delivery personnel were professional and courteous				
The Novatech employee providing training was knowledgeable and helpful				
The printing and scanning features offered by this machine will benefit my department when installed				

CUSTOMER COMMENTS				

SIGNATURE OF PERSON VERIFYING TRAINING INDICATED HAS BEEN PERFORMED ON FEATURES APPLICABLE TO MACHINE AND MY NEEDS	X
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In addition to offering unlimited free onsite training, Novatech also provides remote training resources such as:

- Custom designed YouTube videos
- Hotline phone support with Microsoft Certified Engineers on standby to assist users
- Remote control "GoToAssist" sessions to facilitate "on screen" guidance simultaneous with the conversation
- Short cut "cheat sheets" displayed above each machine



How to Change the Toner Cartridge - C368 C308 C258 - Konica Minolta

Novatech

5 months ago • 219 views

This video explains how to change the toner cartridge in the Konica Minolta C368 C308 and C258 model printers.



How to Change the Drum Unit - C368 C308 C258 - Konica Minolta

Novatech

5 months ago • 244 views

This video explains how to change the drum unit in the Konica Minolta C368 C308 and C258 model printers.

5.1.4 What are the qualifications of your service technicians that enable them to service the proposed equipment?

Novatech spares no expense in training technicians to ensure that they are highly qualified. Training is carried out via regional manufacturer classrooms, online follow up training, field training, and ongoing training whenever a new model is introduced to the market. Each technician must receive a certificate from the manufacturer stating that they have completed training on a given device before Novatech permits them to service that model.

A new technician will spend an average of two to three months out of their first year of employment in OEM Certified training. Technicians of longer tenure may spend a total of 40 or more hours of online refresher or recertification training during a 12 month period. The majority of Novatech service technicians have over 10 years' experience in the industry.

5.1.5 How many service technicians in the Hapeville area would you have or potentially have available for printer/copier maintenance?

Novatech has 14 service technicians in the Hapeville area and can potentially make available up to 16 more from its branches and warehouses in other regions.

5.2 Service Response

5.2.1 Describe the procedure and options for placing and tracking a service call with your company.

Service calls may be placed by contacting Novatech's helpdesk by calling the local service number affixed to each device, or toll-free at 800-264-0637. Service can also be requested through the online web portal described in the Customer Service guide included in the "Additional Information" section of this response.

Novatech has 13 helpdesk operators, five of whom are Microsoft Gold Certified. All calls are answered by live human beings designated as Tier One and are immediately placed into Novatech's eAutomate system. The City will never need to deal with the aggravation of navigating lengthy pre-recorded answering systems or communicating with remote offices.

Tier One help desk operators are able to process service calls and supply orders, as well as provide basic troubleshooting assistance. These operators perform triage to determine if on-site service is needed, or if a technician may be able to help over the phone or by remote control. If so, tier one operators transfer the call live to Tier Two technicians, who have high level of expertise with PCs, MFPs, and printers.

Tier Two operators work with the caller to either resolve the problem or arrange for on-site service if needed. In the case of complex network, security or software issues, the call may be routed to a Tier Three Microsoft Certified engineer, who typically handles only the most challenging computer networking issues. In all cases, the goal is to remedy the problem as quickly as possible, and to ensure that any dispatched field technician is fully informed about the nature of the problems and any interim troubleshooting measures taken so that the on-site repair is performed expeditiously.

Novatech's standard procedure for receiving and tracking a service call and to log the call for historical reference is listed below:

1: Customer requests onsite repair by phone, email or e-commerce system.

2: The request is entered into Novatech's eAutomate ERP software solution.

3: Initial triage is performed within seconds of call receipt and a two-character code indicating the severity of the call is assigned. For example, code "PM" means the device just needs preventive maintenance and the call is handled on a "work in" schedule with on-site service no later than the next business day. If a machine is down, the call is assigned an "E1" code meaning it is an emergency "machine down" call with an arrival goal of one business hour. More than 100 escalation codes are in use to aid dispatch/service personnel in responding to calls appropriately with the parts, supplies, and service resources needed to resolve the problem.

4: eAutomate automatically dispatches calls to a Novatech field technician's mobile device – or, in some cases, the call is routed to one of Novatech's Microsoft Certified Engineers to see if the issue can be resolved over the phone. Novatech currently resolves 15% of all service requests via phone support within one hour of call receipt.



5: Simultaneously with the automatic dispatch by eAutomate, a human dispatcher monitors the call assignments and the status of each technician in real-time and reroutes calls as needed. For example, if a technician has a flat tire or is otherwise indisposed, the dispatcher removes the call from that technician's mobile device and reassigns the call to another

nearby technician. The image to the left is Novatech's actual dispatching system, NovaTrak, located in a Novatech branch office. It is the centralized system used for monitoring service logistics processes.

6: After the technician marks the repair as completed on their mobile device, a Novatech Customer Relationship Manager (CRM) emails a Service Call Completion Report to the end user. This simple eight question survey asks if the end user is 100% satisfied with the repair.

In the unlikely event all of the above processes do not resolve a situation, either the Novatech Branch Service Manager or Account Manager will arrange to exchange a problematic machine with a replacement of equal or better features at no cost to the client. The service history of every machine can be found by the customer through the customer web portal described in the Customer Service Guide included with this response. Additionally, the Novatech account manager can provide written reports upon request.

5.2.2 Will you outsource any of the work? If so, please describe under what conditions outsourcing would occur.

No, Novatech will not outsource any of the work. Novatech will solely supply all of the services that are required for the conduct of this project. As a full service provider of imaging equipment, managed IT, and document workflow solutions, it is very rare that outsourcing any work to subcontractors is necessary.

One item of note is that Novatech will hold all lease documents internally. The City will never need to communicate with, nor receive communication from, any third party. Any question or problem with any aspect of the contract will be addressed and resolved by Novatech with no need to play "phone tag" with an out-of-state third party leasing company's phone tree.

5.2.3 Please describe your service response times for MAJOR corrective maintenance (where the printer/copier is unusable) and MINOR corrective maintenance (where some functionality may be unavailable) this includes the copiers in the areas for police, 911, and the jail that are critical 24 -7-365.

For major corrective maintenance, Novatech assigns the service call an “E1” code designating it as an emergency with an onsite response goal of one business hour.

For minor corrective maintenance, Novatech’s goal is to have a technician onsite at the customer location within two hours of the service call being placed. Novatech monitors average onsite response time as part of its internal quality control process, and if the average approaches or exceeds four hours, a staffing level evaluation with the intent of increasing field technician head count takes place.

Preventative maintenance is performed based upon the volume produced by the device and scheduled on a “work in” basis with onsite service no later than the next business day.

Novatech’s current average onsite service response time is 3.3 hours. Outside of regular business hours, Novatech uses an answering service that contacts the designated technician on call. A return call to the City to verify the technician’s ETA will be provided within one hour of the service call being placed. In all cases, a technician will arrive onsite at the City location within four hours of the initial service call.

5.3 Non-covered Services

5.3.1 Please clearly state which services would not be considered covered services as part of the proposed equipment and software installation and service/supply maintenance plan.

Covered services include all shipping, logistics, delivery, installation, connectivity, training, preventative/corrective maintenance during regular business hours, and supplies/consumables to include imaging units, ink, toner, and waste toner boxes.

Service calls placed outside of regular business hours, as well as paper and staples, are not covered.

5.3.2 Please state your onsite billable hourly service rates for non-covered services.

Typically service calls placed outside of Novatech’s regular business hours of 7:00 AM to 7:00 PM will be assigned to the designated technician on call and are billable at \$295 per occurrence to include the first hour of service. Each additional hour of on-site service will be billed at \$149 per hour each hour thereafter. After more discovery of the City’s needs and which machines are located at those office, this typical charge may be reduced.

5.4 Test period

5.4.1 The City would like to have a least a 15-day test period to fully examine the equipment and features before issuing a purchase order or entering in to a final lease agreement. Please state your terms and conditions for such a test period.

Novatech will provide the City a 15 day test period to fully examine the equipment proposed. Novatech understands and accepts that the City will not issue a purchase order or enter into a lease agreement until the equipment has been in operation for 15 days without difficulty or failure. All devices will operate to manufacturer specifications when failure is not due to abuse or misuse.

5.4.2 Would there be any additional costs associated with a test period?

No.

5.4.3 What would the course of action or options be if the City finds during the test period that the installed equipment and features does not meet expectations?

All devices proposed come with Novatech's Customer One Guarantee, a copy of which has been included on the following pages. Devices are replaced upon mutual agreement that the device is a 'lemon' and cannot maintain satisfactory performance.

Introducing a Guarantee That Puts The Customer First.

Novatech's 100% Customer Satisfaction Guarantee

Novatech believes that the best customer experience comes from not only how products perform and how easy they are to use, but also from giving customers the peace of mind to know that the MFPs and Printers Novatech provides are backed by the best guarantee in the industry. When a new MFP or Printer arrives, the Customer can always be sure that the latest technology, superior service and support, and contract long agreement is extended.

"It Works or It Walks"

Novatech is so confident in the quality of its products that any MFP or Printer provided will:

- (1) meet factory specifications and
- (2) be compatible with your network, or we'll replace it with an equivalent model:
 - First two years: replacement will be a **brand new MFP**
 - After two years: replacement may be new or refurbished

Proactive Service

The best customer experience is one that avoids problems altogether, which is why Novatech has established remote monitoring and a rapid response process in conjunction with your local sales representative.

- Novatech's Solutions & Support team will proactively monitor the installed MFP and Printer performance to identify potential issues before they become problems for Customers.
- Should a problem arise, Novatech's technical support, local service manager and advanced diagnostics team members are all empowered to authorize a replacement, allowing for a fast and easy resolution.



Terms & Conditions

- Equipment must be covered under full coverage maintenance agreement for term of Lease.
 - *Parts and consumable provided by Novatech must be used throughout the term of the lease and maintenance procedures must be performed by Novatech.*
 - *Improper use, electrical power, customer abuse and/or negligence and acts of God are not covered under this program*
- Equipment Replacement Guarantee
 - *If Novatech is unable to service a product in the customer's office, a loaner will be provided at no charge while in-shop repairs are performed.*
 - *If within the first two years after installation the equipment cannot be repaired to meet factory specifications, Novatech will replace it with a brand new Equivalent Model.*
 - *After the first two years and through the end of your lease, if the equipment cannot be brought to original specification, Novatech will replace it with an equivalent model that may be new or refurbished.*
- Published Specifications include those listed on official Product Literature for that model.
- Customer's exclusive remedy shall be replacement or repair of the product or non-conforming parts at the option of Novatech as provided in this Customer Experience Guarantee. Novatech shall not be liable for any damages, including but not limited to damages due to loss of data or information of any kind, loss of or damages to revenue, profits or goodwill, damages due to any interruption of business, damage to customer's computers or networks, even if advised of the possibility of such damages. Customer expressly waives its rights to special, consequential, exemplary, and incidental or punitive damages, nor monetary damages of any kind.

Network Environment

- The guarantee specifies that the network environment, including PCs and other access devices, remains the same as it was when the MFP was installed. Novatech cannot guarantee the functionality of the MFP after network upgrades, software version & peripheral changes or the addition of entities not present upon the original install are introduced. In this case, Novatech will make every effort to work with you to ensure your MFP can function in the new environment up to and including requesting and implementing approved specification changes to the manufacturer firmware in order to function after the changes are completed.





5.5 Payment Methods Accepted

5.5.1 Please state the payment methods that are acceptable: ACH, VISA, and Check. Vendor, and Lease Company if separate, will be required to complete Vendor information and W-9 forms for payment setup with Finance.

Novatech will accept payment via ACH, VISA credit card, or check. Novatech will complete any vendor information forms necessary and provide a W-9. There will be no separate lease company.

Security

All of Novatech's proposed equipment comes standard with the following hard drive protection options to keep confidential data safe:

HDD Encryption stores data in a password-encrypted box on the hard drive. Hard drive data can be encrypted using Advanced Encryption Standard (AES). Once a hard drive is encrypted, the data can never be read even if the HDD is removed from the MFD.

HDD Lock Password locks down a hard drive with a 20-character password. If someone steals the hard drive, they must have the password. Even if the hard drive is removed from the device and installed into a different one, the data can never be read, and the hard drive will not turn on.

Hard Drive Overwrite can "scrub" the entire hard disk so all data is erased prior to machine disposal or relocation. Each bizhub is ISO 15408 certified. This is the highest level any commercial device can attain.

Data Auto Deletion allows an administrator to set an auto deletion timer for data stored in the personal or public user boxes, as well as system boxes (e.g. secure print box or encrypted PDF print box). The auto deletion setting will erase the copy, print, scan or fax jobs stored in boxes, depending on the storage period and the time frame selected for deletion. The data is automatically erased using a highly secure, U.S. Department of Defense (DOD), overwrite method.

Copious security white papers are available for further assurance that Konica Minolta is an industry leader in security, and that all machines are capable of meeting stringent standards such as those required by the Department of Defense, NSA, and other federal government agencies.

All devices leased by Novatech are removed only after a sanitization sequence is run onsite. There are no charges for this service. Before any machine is removed from a City location, a City Information Technology professional or Novatech service technician will initialize a sanitization sequence that physically wipes (erases) the hard drive. The hard drives can be overwritten (sanitized) using up to eight different highly secure methods including DOD, Air Force, and NSA standards.

Only upon signed confirmation from the designated City contact person will Novatech remove a machine, and a Certificate of Data Destruction will be provided to the City for each machine.

The proposed devices cost center/accounting code capability allows for 1-16 digit codes. Each device can support 999 individual accounts and one public account.



- C. **Contract** – Include a sample contract/agreement containing the terms and conditions used by your company for maintenance services. Prior to contract award the City of Hapeville's City Attorney will review the final contract from the selected vendor.

A sample of Novatech's standard equipment lease and service agreement is shown following this page. Novatech will solely hold all leasing documents and will not utilize outside financing for the fulfillment of this contract. This allows for complete flexibility in regards to machine upgrades or downgrades, as well as contract modifications.

Equipment Lease and Service Agreement



Order # 50000		Agreement Number:	
Customer's Full Legal Name ("You" and "Your"):			
Trade / DBA Name (if different from above):			
Primary Street Address:			Suite:
City:		State:	Zip Code:
Phone Number:		County:	Fed Tax ID:
Equipment Information:			
Quantity	Make	Model	Description
See Schedule A-Financial Details and Overage Rates			
Initial Term		Equipment Lease Payment*:	
Months		Service Payment*:	
		Total Payment (Equipment Lease Payment + Service Payment)*:	
Copy Type		Copies Included Per Month	Payment period is monthly unless otherwise noted here:
Black and White Copies			Documentation/Processing Fee: \$ 99
Color Copies			(*plus applicable taxes)
☐ Digital Support Service Monthly Pay Option: Customer agrees to pay \$10 per month for each item of Equipment for the Software Support described in Section 15. ☐ Digital Support Service Hourly Pay Option: Customer may obtain the Software Support described in Section 15 at an hourly rate of \$149.			

You acknowledge and agree that this agreement (as amended from time to time, the "Agreement") represents the complete and exclusive agreement between You and Us regarding the subject matter herein and supersedes any other oral or written agreements between You and Us regarding such matters. This Agreement can be changed only by a written agreement between You and Us. Other agreements not stated herein (including, without limitation, those contained in any purchase order or service agreement) are not part of this Agreement. To help the government fight the funding of terrorism and money laundering activities, U.S. Federal law requires financial institutions to obtain, verify and record information that identifies each person (individuals or businesses) who opens an account. What this means for You: When You open an account or add any additional service, We will ask You for Your name, address, federal employer identification number and other information that will allow Us to identify You. We may also ask to see other

1. EQUIPMENT RENTAL. You agree to rent from Us the personal property listed above (together with all existing and future accessories, attachments, replacements and embedded software, the "Equipment") upon the terms stated herein. This Agreement is binding on You as of the date You sign it. You agree that after You sign, We may insert or correct any information missing on this Agreement, including Your proper legal name, serial numbers and any other information describing the Equipment.

2. EQUIPMENT SERVICE, SUPPLIES; UNCONDITIONAL OBLIGATION. We have agreed to provide You with Equipment service during normal business hours and to provide You with all labor, toner, developer and parts necessary for You to produce copies, all of which are included in the Total Payment amount. However, You agree that You must separately purchase all other supplies, including, without limitation, copier paper and staples, at Your own cost, and You must separately purchase Equipment service outside Our normal business hours and any service, parts or supplies required by Your misuse or abuse of the Equipment, negligence, use of improper supplies, electrical or environmental problems, improper moving, extraordinary use or failure to follow the manufacturer's suggested use instructions, each as reasonably determined by Us. At your request, We will also provide You with training on the use and care of the Equipment for no additional charge. You agree that: (a) You selected the Equipment based on Your own judgment; (b) Your obligations hereunder are absolute and unconditional and are not subject to cancellation, reduction or setoff for any reason whatsoever; and (c) if We assign this Agreement pursuant to Section 9 (i) the Assignee shall not be responsible for providing You with Software Support, other Equipment service, parts or supplies, or for any other obligations that We owe to You (even though the Assignee may, as a convenience to You, bill and collect monies owed by You to Us), (ii) if the Equipment is unsatisfactory or if We fail to provide any service or fulfill any other obligation to You, You shall not make any claim against the Assignee and shall continue to pay all Equipment Lease Payments and fully perform under this Agreement, and (iii) We are not an agent of the Assignee and are not authorized to waive or alter any term of this Agreement.

3. PAYMENTS. Each Payment Period, You agree to pay Us, by the due date set forth on Our invoice to You (i) the Total Payment, (ii) the applicable Overage Charges for each metered copy in excess of the applicable number of copies included in the Total Payment, and (iii) applicable taxes and other charges provided for herein. You agree to pay the Total Payment amount even if You do not make the applicable number of copies in a given month. You agree that We may increase the Service Payment portion of the Total Payment and/or the applicable Overage Charges once each year during the Term, by an amount not to exceed 10% per year. At Our option, You will (a) provide Us by telephone or facsimile with the actual meter readings when We so request, (b) allow Us to process automatic meter read reports generated by the Equipment, or (c) allow Us access to the Equipment to obtain meter readings. If We request You to provide Us with meter readings and You fail to do so within 7 days of Our request, then (i) We may estimate the number of copies made and invoice You accordingly, and (ii) We will adjust the estimated charge for overages upon receipt of actual meter readings. As used herein, a "copy" is an increment of the machine page counter caused by any operation of the Equipment which causes paper to print, including printing, copying and fax printing. Scanning does not constitute a copy and is included at no extra charge, unless the number of pages scanned exceeds twice the number of copies, in which case You shall pay an additional fee determined by Us for excess scans. Restrictive endorsements on checks will not be binding on Us. All payments received will be applied to past due amounts and to the current amount due in such order as We determine. If We do not receive a payment in full on or before its due date, You shall pay a fee equal to the greater of 10% of the amount that is late or \$29.00 (or the maximum amount permitted by applicable law if less). You shall pay Us a returned check or non-sufficient funds charge of \$25.00 for any returned or

4. TERM; AUTOMATIC RENEWAL. The term of this Agreement will begin on the date that it is accepted by Us or any later date that We designate (the "Commencement Date") and will continue for the number of months shown above (the "Initial Term"). As used herein, "Term" means the term presently in effect at any time, whether it is the Initial Term or a Renewal Term (defined below). Unless You notify Us in writing at least 90 days before the end of the Term (the "Notice Period") that You intend to return the Equipment at the end of such Term, then: (a) this Agreement will automatically renew for an additional one-year period (a "Renewal Term") and (b) all terms of this Agreement will continue to apply. If You do notify Us in writing within the Notice Period that You intend to return the Equipment at the end of the Term, then You shall make the Equipment available for return in accordance with Section 12. This Agreement is non-cancelable for the full Term.

5. INDEMNIFICATION. You shall indemnify and hold Us harmless from and against, any and all claims, actions, damages, liabilities, losses and costs (including but not limited to reasonable attorneys' fees) (collectively "Claims") made against Us, or suffered or incurred by Us, arising directly or indirectly out of, or otherwise relating to, the delivery, installation, possession, ownership, use, loss of use, defect in or malfunction of the Equipment or Our performance of any services hereunder, excluding any such Claims caused by Our gross negligence or willful misconduct. This obligation shall survive the termination of this Agreement. We shall not be liable to You for any damages of any kind, including any liability for consequential damages, arising out of the use of or the inability to use the Equipment or Our performance of any services hereunder.

BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES RECEIPT OF PAGE 2 OF THIS AGREEMENT AND AGREES TO THE TERMS ON BOTH PAGES 1 & 2

Customer: (identified above)		Novatech, Inc. ("We," "Us," "Our" and "Owner")	
By:	Date:	By:	Date:
X		X	
Print name:	Title:	Print name:	Title:

6. DISCLAIMER. EXCEPT TO THE EXTENT WE HAVE PROVIDED YOU A WARRANTY IN WRITING, WE MAKE NO WARRANTIES, EXPRESS OR IMPLIED, ARISING BY APPLICABLE LAW OR OTHERWISE, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. The parties hereto agree that this Agreement in the hands of an Assignee is, or shall be treated as, a "finance lease" under Article 2A of the Uniform Commercial Code (the "UCC"). You hereby waive any and all rights and remedies conferred upon You by Article 2A of the UCC. If this Agreement is deemed to be a secured transaction, You hereby grant to Us a security interest in the Equipment and all proceeds thereof. You authorize Us to record UCC financing statements to protect Our interests in the Equipment. You may be entitled under Article 2A of the UCC to the promises and warranties (if any) provided to Us by the manufacturer, which warranty rights We assign to You for the Term (provided You are not in default). You may contact Us for an accurate and complete statement of those promises and warranties (if any), including any disclaimers and limitations of them or of remedies.

7. OWNERSHIP; USE AND MAINTENANCE. You will provide electrical power for the Equipment in accordance with manufacturer specifications, with suitable surge protectors and free of exposed wires, safety hazards or extension cords. You will maintain temperature, humidity and other environmental conditions at levels recommended by the manufacturer. You will locate the Equipment in an area with sufficient space for machine ventilation and adequate space for repairs as determined by Us. You will use supplies and paper specified by Us. You agree to maintain current anti-virus software for all computer systems connected to the Equipment and shall hold Us harmless in accordance with Section 5 for any damages caused by computer viruses. You are responsible for Equipment maintenance to the extent this Agreement does not require Us to provide the same. You will not remove the Equipment from the Equipment Location unless You first get Our permission. If the Equipment is moved to a new location, We may increase the Service Payment portion of the Total Payment and/or "overage" charges by a reasonable amount in order to account for any increased costs to Us in providing covered service, parts and supplies to You. You shall give Us reasonable access to the Equipment Location so that We may inspect the Equipment. We will own and have title to the Equipment (excluding any software) during the Agreement. If the Equipment includes any software: (i) We don't own the software, (ii) You are responsible for entering into any necessary software license agreements with the owners or licensors of such software, (iii) You shall comply with the terms of all such agreements, if any, and (iv) any default by You under any such agreements shall constitute a default by You under this Agreement. You agree that the Equipment is and shall remain personal property and without Our prior written consent, You shall not permit it to become (i) attached to real property or (ii) subject to liens or encumbrances of any kind. You represent that the Equipment will be used solely for commercial purposes and not for personal, family or household purposes. You will use the Equipment in accordance with all laws, operation manuals, service contracts (if any) and insurance requirements, and shall not make any permanent alterations to it. You will keep the Equipment in good working order and warrantable condition, ordinary wear and tear excepted.

8. LOSS; DAMAGE; INSURANCE. You shall, at all times during this Agreement, (i) bear the risk of loss and damage to the Equipment and shall continue performing all Your obligations to Us even if it becomes damaged or suffers a loss, (ii) keep the Equipment insured against all risks of damage and loss ("Property Insurance") in an amount equal to its replacement cost, and (iii) carry public liability insurance covering bodily injury and property damage in an amount acceptable to Us.

9. ASSIGNMENT. You shall not sell, transfer, assign or otherwise encumber (collectively, "Transfer") this Agreement, or Transfer or sublease any Equipment, in whole or in part, without Our prior written consent. We may, without notice to You, Transfer Our interests in the Equipment and/or this Agreement, in whole or in part, to a third party (an "Assignee"), in which case the Assignee will, to the extent of such Transfer, have all of Our rights and benefits but will not have to perform any of Our obligations hereunder. Any Transfer by Us will not relieve Us of Our obligations hereunder. You agree not to assert against the Assignee any claim, defense or offset You may have against Us.

10. TAXES AND OTHER FEES. You are responsible for all taxes (including, without limitation, sales, use and personal property taxes, excluding only taxes based on Our income), assessments, license and registration fees and other governmental charges relating to this Agreement or the Equipment (collectively "Governmental Charges"). You authorize Us to pay any Governmental Charges as they become due, and You agree to reimburse Us promptly upon demand for the full amount. You agree to pay Us a fee for Our administration of taxes related to the equipment. You also agree to pay Us a documentation/processing fee in the amount set forth on Page 1 (or as otherwise agreed to). You agree to pay Us a supply freight fee for delivering supplies to You at a location more than 75 miles from any of Our locations and for special orders. In connection with the expiration or earlier termination of this Agreement, You agree to pay Us any Governmental Charges accrued or assessed but not yet due and payable, or Our estimate of such

11. DEFAULT; REMEDIES. You will be in default hereunder if (1) You fail to pay any amount due hereunder within 15 days of the due date, (2) You breach or attempt to breach any other term, representation or covenant herein or in any other agreement now existing or hereafter entered into with Us or any Assignee, (3) an event of default occurs under any obligation You may now or hereafter owe to any affiliate of Us or any Assignee, and/or (4) You and/or any guarantors or sureties of Your obligations hereunder (i) die, (ii) go out of business, (iii) commence dissolution proceedings, (iv) merge or consolidate into another entity, (v) sell all or substantially all of Your or their assets, or there is a change of control with respect to Your or their ownership, (vi) become insolvent, admit Your or their inability to pay Your or their debts, (vii) make an assignment for the benefit of Your or their creditors (or enter into a similar arrangement), (viii) file, or there is filed against You or them, a bankruptcy, reorganization or similar proceeding or a proceeding for the appointment of a receiver, trustee or liquidator, or (ix) suffer an adverse change in Your or their financial condition. If You default, We may do any or all of the following: (A) cancel this Agreement, (B) require You to promptly return the Equipment at Your expense to any location(s) designated by Us, (C) take possession of and/or render the Equipment (including any software) unusable (and for such purposes You hereby authorize Us and Our designees to enter Your premises, with or without prior notice or other process of law), and sell, lease or otherwise dispose of the Equipment on such terms and in such manner as We may in Our sole discretion determine, (D) require You to pay to Us, on demand, liquidated damages in an amount equal to the sum of (i) all Total Payments and other amounts then due and past due, (ii) all remaining Total Payments for the remainder of the Term discounted at a rate of 6% per annum, (iii) the residual value of the Equipment estimated by Us at the inception of this Agreement (as shown in Our books and records), discounted at a rate of 6% per annum, (iv) interest on the amounts specified in clauses "i", "ii" and "iii" above from the date of demand to the date paid at the rate of 1.5% per month (or the maximum amount permitted by law if less), and (v) all other amounts that may thereafter become due hereunder to the extent that We will be obligated to collect and pay such amounts to a third party (such amounts specified in sub-clauses "i" through "v" referred to below as the "Balance Due"), and/or (E) exercise any other remedy available to Us under law. You also agree to reimburse Us on demand for all reasonable expenses of enforcement (including, without limitation, reasonable attorneys' fees and other legal costs) and reasonable expenses of repossessing, holding, preparing for disposition, and disposition ("Remarketing") of the Equipment, plus interest at the rate in sub-clause (iv) on the foregoing amounts from the date of demand to the date paid. In the event We are successful in Remarketing the Equipment, We shall give You a credit against the Balance Due in an amount equal to the present value of the proceeds received and to be received from Remarketing minus the above-mentioned costs (the "Net Proceeds"). If the Net Proceeds are less than the Balance Due, You shall be liable for such deficiency. Any delay or failure to enforce Our rights hereunder shall not constitute a waiver thereof. The remedies set forth herein are cumulative and may be exercised sequentially or concurrently.

12. RETURN OF EQUIPMENT. Upon expiration of the Term, provided You have performed all of Our obligations hereunder, We will promptly remove the Equipment from Your premises at Our cost and expense. The Equipment must be made available to Us in Good Condition (defined in Section 7). You are solely responsible for removing all data from any digital storage device, hard drive or other electronic medium prior to returning the Equipment or otherwise removing or allowing the removal of the Equipment from Your premises for any reason (and You are solely responsible for selecting a data security standard that meets Your business needs and complies with applicable laws). We shall not be liable for any losses, directly or indirectly arising out of, or by reason of the presence and/or use of any information, images or content retained by or resident in any Equipment returned to Us or repossessed by Us.

13. APPLICABLE LAW; VENUE; JURISDICTION; SEVERABILITY. This Agreement shall be governed by, enforced and construed in accordance with the laws of the state of Our principal place of business, or, if We assign this Agreement to an Assignee, the laws of the state of the Assignee's principal place of business, and any dispute concerning this Agreement shall be adjudicated in a federal or state court in such state, or in any other court or courts having jurisdiction over You or Your assets, all at the sole election of Owner or its Assignee. You hereby irrevocably submit generally and unconditionally to the jurisdiction of any such court so elected by Owner or its Assignee in relation to such matters and irrevocably waive any defense of an inconvenient forum to the maintenance of any such action or proceeding. **YOU AND WE HEREBY WAIVE YOUR AND OUR RESPECTIVE RIGHTS TO A TRIAL BY JURY IN ANY LEGAL ACTION.** If any amount charged or collected under this Agreement is greater than the amount allowed by law (an "Excess Amount"), then (i) any Excess Amount charged but not yet paid will be waived by Us and (ii) any Excess Amount collected will be refunded to You or applied to any other amount then due hereunder. Each provision hereof shall be interpreted to the maximum extent possible to be enforceable under applicable law. If any provision is construed to be unenforceable, such provision shall be ineffective only to the extent of such unenforceability without invalidating the remainder hereof.

14. MISCELLANEOUS. You authorize Us or an Assignee to (a) obtain credit reports or make credit inquiries in connection with this Agreement, and (b) provide Your credit application, information regarding Your account to credit reporting agencies, potential Assignees and parties having an economic interest in this Agreement and/or the Equipment. This Agreement may be executed in counterparts, each of which shall be deemed an original, but all of which together shall constitute the same document; provided, however, only the counterpart which is marked "Original" and is in Our possession shall constitute chattel paper under the UCC. You acknowledge that You have received a copy of this Agreement and agree that a facsimile or other copy containing Your faxed, copied or electronically transmitted signature may be treated as an original and will be admissible as evidence of this Agreement. You waive notice of receipt of a copy of this Agreement with Our original signature. You hereby represent to Us that this Agreement is legally binding and enforceable against You in accordance with its terms.

15. DIGITAL SUPPORT SERVICE. As used herein, "Software Support" means the technical service for computer connectivity to the Equipment, including loading print drivers, configuring scan settings, troubleshooting problems printing individual files, relocation of Equipment within a 75 mile radius of the original delivery location and reconfiguration of relocated Equipment for printing and scanning. During the first 30 days of the Term, We will provide You with Software Support for no additional charge. Thereafter We will continue to provide You with Software Support (a) for an additional payment of \$10.00 per month for each item of Equipment (in addition to the Total Payments and other amounts due under this Agreement) for the Term if You checked the box for "Digital Support Service Monthly Pay Option" on Page 1 of this Agreement, or (b) at the rate of \$149 per hour if You checked the box for "Digital Support Service Hourly Pay Option" on Page 1 of this Agreement. You acknowledge that the installation, operation, upgrade or maintenance of the Equipment or software can cause data and/or files to be accessed, deleted or damaged and You will take precautions to backup, secure and protect all software, data and removable storage media prior to requesting Us to provide any Software Support.

D. References

Organization: Atlanta Falcons

Address: 441 Martin Luther King Jr Dr. NW Atlanta, GA 30313

Contact: Kevin Pope

Phone Number: 404-367-2118

Email: kpope@ambse.com

Organization: Clayton County Schools

Address: 218 Stockbridge Rd Jonesboro, GA 30236

Contact: Tammy Bearden

Phone Number: 770-473-2850

Email: tamara.bearden@clayton.k12.ga.us

Organization: Dade County

Address: 71 Case Ave Trenton, Georgia 30752

Contact: Don Townsend

Phone Number: 706-657-6821

Email: d.townsend@dadecounty-ga.gov



E. Exceptions

Novatech takes no exceptions to the terms and conditions of this RFP. Service calls placed outside of regular business hours, as well as paper and staples, are not included under the pricing offered in Section 6.

Typically service calls placed outside of Novatech's regular business hours of 7:00 AM to 7:00 PM will be assigned to the designated technician on call and are billable at \$295 per occurrence to include the first hour of service. Each additional hour of on-site service will be billed at \$149 per hour each hour thereafter. After more discovery of the City's needs and which machines are located at those office, this typical charge may be reduced.

Novatech Machine Specification Clarifications

Current Model	Industry Category	Page Speed	Konica Minolta Device Proposed	Industry Category	Page Speed	Offered Features Included	Notes:	48 Month Price Each	60 Month Price Each	Copy Charge B/W	Copy Charge Color
Sharp MX-5141N	Color A3 (11 x 17)	51	bizhub C558	Color A3 (11 x 17)	55	Copy/Print/Scan/Fax/PS/LCT/Staple Finisher	No charge for PS	\$164	\$135	\$0.0045	\$0.0450
Sharp MX-3640N	Color A3 (11 x 17)	36	bizhub C368	Color A3 (11 x 17)	36	Copy/Print/Scan/Fax/PS/LCT/Staple Finisher	No charge for PS	\$126	\$104	\$0.0055	\$0.0550
Sharp MX-3140N	Color A3 (11 x 17)	31	bizhub C308	Color A3 (11 x 17)	30	Copy/Print/Scan/Fax/PS/Staple Finisher	No charge for PS	\$89	\$73	\$0.0055	\$0.0550
Sharp MX-C312	Color A4 (8.5 x 14)	31	bizhub C3851FS	Color A4 (8.5 x 14)	35	Copy/Print/Scan/Fax/PS/Staple Finisher	No charge for PS	\$35	\$29	\$0.0150	\$0.0800
Kyocera FS-5250	Color A4 Printer	26	bizhub C3100p	Color A4 Printer	32	Print	No charge for PS	\$13	\$10	\$0.0150	\$0.0800
Sharp B402	Mono A4 (8.5 x 14)	40	bizhub 4052	Mono A4 (8.5 x 14)	42	Copy/Print/Scan/Fax	No charge for PS	\$32	\$26	\$0.0120	
Sharp MX-363N	Mono A3 (11 x 17)	36	bizhub 368e	Mono A3 (11 x 17)	36	Copy/Print/Scan/Fax/Finisher	No charge for PS	\$82	\$67	\$0.0059	
Sharp MX-402SC	Mono A4 (8.5 x 14)	40	bizhub 4052	Mono A4 (8.5 x 14)	42	Copy/Print/Scan/Fax/Finisher	No charge for PS	\$37	\$30	\$0.0120	
Kyocera FS-4200	Mono A4 Printer	50	bizhub 4702p	Mono A4 Printer	50	Print	No charge for PS	\$10	\$8	\$0.0120	

Notes:

No Installation or Training Charges

No Other Charges unless any other options or software solutions are added to configurations requested and priced above

In Lieu of the above per copy charges, Novatech offers the City a "Blended and Pooled" rate of .0099 for the Monochrome models and .0079 B/W and .079 Color for the Color Fleet.

Final clarification of models and projected monthly volumes for each device may result in lower blended and pooled rates

In this section please include options for features not requested or considered that your company feels are relevant. You may include a detailed spreadsheet of charges if you wish, however for purposes of the proposal review please complete this summary pricing sheet.

Description of Option	Costs
Please see attached sheet for comprehensive options for all models Please see additional attached sheet for potential software solution	

MODEL	MACHINES & ACCESSORIES	PROD NUMBER	Lease Price 48	Lease Price 60
4052	PF-P15 250 sheet tray	AANAWY1	\$95	\$79
4052	PF-P16 550 sheet tray	AANCWY1	\$32	\$26
4052	LK-104 v3 i-Option License Kit (Voice Guidance)	A0PD117	\$74	\$61
4052	LK-106 I-OPTION Bar Code Font	A0PD119	\$233	\$192
4052	LK-107 i-Option License Kit (Unicode Font)	A0PD11F	\$88	\$73
4052	LK-108 i-Option OCR Font	A0PD11G	\$127	\$104
4052	LK-111 i-Option License Kit (ThinPrint Client Support)	A0PD11K	\$104	\$86
4052	KP-101 Keypad	A64TWY3	\$352	\$289
4052	AU-205H IC Card Reader	R5427000136466	\$425	\$349
4052	ESP Diagnostic Power Filter 120V/15A	XGPCS15DKM	\$209	\$172
4052	ESP ENVISIONSENSE PMS 120V/15A	EVS12015	\$492	\$405
4052	CS-1 Convenience Stapler	7640013463	\$181	\$149
4052	Paper Tray Lock	PTL5A	\$329	\$271
368e	OC-511 Original Cover	A3PMWY1	\$350	\$288
368e	DF-704 Dual Scan Document Feeder	A85GWY2	\$289	\$238
368e	PC-415 Large Capacity Cassette (2,500 sheets/Letter size only)	A9HF013	\$349	\$287
368e	PC-215 2-way Paper Feed Cabinet (2 x 500-sheet universal tray)	A9HFWY2	\$301	\$248
368e	PC-115 Paper Feed Cabinet (500-sheet universal tray + storage)	A9HFWY1	\$217	\$178
368e	LU-302 Large Capacity Unit (3,000 sheets/Letter size only)	A87VW11	\$275	\$226
368e	JS-506 Job Separator	A2YVWY2	\$156	\$128
368e	FS-536 Finisher (50 Sheets)	A87GWY3	\$159	\$131
368e	RU-513 Relay Unit	A87JWY2	\$100	\$83
368e	FS-536SD Finisher	A87GWYE	\$277	\$228
368e	PK-520 2/3 Hole Punch Unit (FS-534 or FS-536)	A3ETW11	\$167	\$137
368e	PK-519 Punch Kit (2/3 hole - for FS-533)	A3EUW12	\$254	\$209
368e	FK-515 Fax Kit (Supports 3rd & 4th fax line)	A884W11	\$187	\$154
368e	Fax Mount Kit MK-742 (Mount kit for FK-515 only)	A886WY1	\$374	\$307
368e	SP-501 Fax Stamp Unit	4614506	\$212	\$174
368e	Spare TX Marker Stamp 2	4614511	\$290	\$239
368e	LK-102 v3 i-Option License Kit (Encrypted PDF, PDF/A, Linearized PDF)	A0PD116	\$298	\$245

368e	LK-104 v3 i-Option License Kit (Voice Guidance)	A0PD117	\$409	\$336
368e	LK-105 v4 i-Option License Kit (Searchable PDF)	A0PD11T	\$286	\$235
368e	LK-106 I-OPTION Bar Code Font	A0PD119	\$324	\$266
368e	LK-107 i-Option License Kit (Unicode Font)	A0PD11F	\$205	\$168
368e	LK-108 i-Option OCR Font	A0PD11G	\$289	\$238
368e	LK-110 v2i-Option License Kit (File Conversion)	A0PD11U	\$275	\$227
368e	LK-111 i-Option License Kit (ThinPrint Client Support)	A0PD11K	\$233	\$192
368e	External Keyboard	7640006869	\$122	\$101
368e	KH-102 Keyboard Holder	A4NRWY1	\$160	\$132
368e	KP-101 Keypad	A64TWY3	\$202	\$166
368e	EK-608 Local Interface Kit	A88AWY2	\$162	\$133
4052	PF-P15 250 sheet tray	AANAWY1	\$95	\$79
4052	PF-P16 550 sheet tray	AANCWY1	\$32	\$26
4052	LK-104 v3 i-Option License Kit (Voice Guidance)	A0PD117	\$74	\$61
4052	LK-106 I-OPTION Bar Code Font	A0PD119	\$233	\$192
4052	LK-107 i-Option License Kit (Unicode Font)	A0PD11F	\$88	\$73
4052	LK-108 i-Option OCR Font	A0PD11G	\$127	\$104
4052	LK-111 i-Option License Kit (ThinPrint Client Support)	A0PD11K	\$104	\$86
4052	KP-101 Keypad	A64TWY3	\$352	\$289
4052	AU-205H IC Card Reader	R5427000136466	\$425	\$349
4052	ESP Diagnostic Power Filter 120V/15A	XGPCS15DKM	\$209	\$172
4052	ESP ENVISIONSENSE PMS 120V/15A	EVS12015	\$492	\$405
4052	CS-1 Convenience Stapler	7640013463	\$181	\$149
4052	Paper Tray Lock	PTL5A	\$329	\$271
368e	OC-511 Original Cover	A3PMWY1	\$350	\$288
368e	DF-704 Dual Scan Document Feeder	A85GWY2	\$289	\$238
368e	PC-415 Large Capacity Cassette (2,500 sheets/Letter size only)	A9HF013	\$349	\$287
368e	PC-215 2-way Paper Feed Cabinet (2 x 500-sheet universal tray)	A9HFWY2	\$301	\$248
368e	PC-115 Paper Feed Cabinet (500-sheet universal tray + storage)	A9HFWY1	\$217	\$178
368e	LU-302 Large Capacity Unit (3,000 sheets/Letter size only)	A87VW11	\$275	\$226
368e	JS-506 Job Separator	A2YVWY2	\$156	\$128
368e	FS-536 Finisher (50 Sheets)	A87GWY3	\$159	\$131
368e	RU-513 Relay Unit	A87JWY2	\$100	\$83

c308	Finisher FS-534 + RU-513	A3EPWY3X002	\$267	\$219
c308	PK-519 Punch Kit (2/3 hole - for FS-533)	A3EUW12	\$239	\$196
c308	PK-520 2/3 Hole Punch Unit (FS-534 or FS-536)	A3ETW11	\$152	\$125
c308	Finisher FS-534 with SD-511 + RU-513	A3EPWYEX002	\$269	\$221
c308	FK-514 Fax Kit (Supports 1st & 2nd fax line - no mount kit required)	A883012	\$250	\$206
c308	FK-515 Fax Kit (Supports 3rd & 4th fax line)	A884W11	\$138	\$114
c308	SP-501 Fax Stamp Unit	4614506	\$409	\$337
c308	Spare TX Marker Stamp 2	4614511	\$164	\$135
c308	Fax Mount Kit MK-742 (Mount kit for FK-515 only)	A886WY1	\$284	\$234
c308	IC-416 Image Controller	A8CTWY1	\$418	\$344
c308	VI-508 Video Interface Kit	A887WY1	\$411	\$338
c308	EFI Hot Folders & Virtual S/W License	45111142	\$414	\$340
c308	EFI AutoTrap	7640004313	\$410	\$338
c308	ES-2000 Spectrophotometer	45109642	\$448	\$369
c308	Fiery Impose	45111134	\$367	\$302
c308	EFI Fiery SeeQuence Compose	7640009477	\$438	\$360
c308	EFI Fiery SeeQuence Impose+Compose Suite	7640009478	\$199	\$164
c308	Fiery Color Profiler Suite V 4.0 with ES-2000 Spectrophotometer	3000005452	\$266	\$219
c308	EFI Productivity Package S/W License	45111156	\$233	\$192
c308	LK-102 v3 i-Option License Kit (Encrypted PDF, PDF/A, Linearized PDF)	A0PD116	\$110	\$90
c308	LK-104 v3 i-Option License Kit (Voice Guidance)	A0PD117	\$139	\$114
c308	LK-105 v4 i-Option License Kit (Searchable PDF)	A0PD11T	\$47	\$39
c308	LK-106 I-OPTION Bar Code Font	A0PD119	\$154	\$126
c308	LK-107 i-Option License Kit (Unicode Font)	A0PD11F	\$63	\$52
c308	LK-108 i-Option OCR Font	A0PD11G	\$179	\$147
c308	LK-110 v2i-Option License Kit (File Conversion)	A0PD11U	\$100	\$82
c308	LK-111 i-Option License Kit (ThinPrint Client Support)	A0PD11K	\$200	\$165
c308	External Keyboard	7640006869	\$96	\$79
c308	KH-102 Keyboard Holder	A4NRWY1	\$120	\$99
c308	KP-101 Keypad	A64TWY3	\$151	\$124
c308	EK-608 Local Interface Kit	A88AWY2	\$131	\$108
c308	EK-609 Local Interface Kit	A87DWY2	\$35	\$29
c308	WT-506 Working Table	A0W4WY3	\$162	\$133

c308	MK-735 Mount Kit (IC Card Internal Mount Kit)	A4NMWY1	\$249	\$205
c308	MK-730 Mount Kit (Banner paper guide)	A4MEWY2	\$175	\$144
c308	Stylus Pen for INFO-Palette Series	A161192000	\$298	\$245
c308	UK-212 Upgrade Kit (Provides Wireless LAN)	A87EWY4	\$150	\$124
c308	HD-524 Hard Disk Mirroring	A888WY2	\$229	\$189
c368	OC-511 Original Cover	A3PMWY1	\$129	\$106
c368	DF-704 Dual Scan Document Feeder	A85GWY2	\$250	\$206
c368	PC-210 2-way Paper Feed Cabinet (2 x 500-sheet universal tray)	A2XMWYD	\$349	\$287
c368	PC-110 Paper Feed Cabinet (500-sheet universal tray + storage)	A2XMWYC	\$450	\$370
c368	DK-510 Enhanced Copy Desk (Storage only)	7640018680	\$339	\$279
c368	LU-302 Large Capacity Unit (3,000 sheets/Letter size only)	A87VW11	\$287	\$236
c368	JS-506 Job Separator	A2YVWY2	\$270	\$222
c368	Finisher FS-534 + RU-513	A3EPWY3X002	\$267	\$219
c368	PK-519 Punch Kit (2/3 hole - for FS-533)	A3EUW12	\$84	\$69
c368	PK-520 2/3 Hole Punch Unit (FS-534 or FS-536)	A3ETW11	\$152	\$125
c368	Finisher FS-534 with SD-511 + RU-513	A3EPWYEX002	\$269	\$221
c368	FK-515 Fax Kit (Supports 3rd & 4th fax line)	A884W11	\$138	\$114
c368	SP-501 Fax Stamp Unit	4614506	\$409	\$337
c368	Spare TX Marker Stamp 2	4614511	\$164	\$135
c368	Fax Mount Kit MK-742 (Mount kit for FK-515 only)	A886WY1	\$284	\$234
c368	IC-416 Image Controller	A8CTWY1	\$418	\$344
c368	VI-508 Video Interface Kit	A887WY1	\$411	\$338
c368	EFI Hot Folders & Virtual S/W License	45111142	\$414	\$340
c368	EFI AutoTrap	7640004313	\$410	\$338
c368	ES-2000 Spectrophotometer	45109642	\$448	\$369
c368	Fiery Impose	45111134	\$367	\$302
c368	EFI Fiery SeeQuence Compose	7640009477	\$438	\$360
c368	EFI Fiery SeeQuence Impose+Compose Suite	7640009478	\$199	\$164
c368	Fiery Color Profiler Suite V 4.0 with ES-2000 Spectrophotometer	3000005452	\$266	\$219
c368	EFI Productivity Package S/W License	45111156	\$233	\$192
c368	LK-102 v3 i-Option License Kit (Encrypted PDF, PDF/A, Linearized PDF)	A0PD116	\$110	\$90
c368	LK-104 v3 i-Option License Kit (Voice Guidance)	A0PD117	\$139	\$114
c368	LK-105 v4 i-Option License Kit (Searchable PDF)	A0PD11T	\$47	\$39

c368	LK-106 I-OPTION Bar Code Font	A0PD119	\$154	\$126
c368	LK-107 i-Option License Kit (Unicode Font)	A0PD11F	\$63	\$52
c368	LK-108 i-Option OCR Font	A0PD11G	\$55	\$45
c368	LK-110 v2i-Option License Kit (File Conversion)	A0PD11U	\$102	\$84
c368	LK-111 i-Option License Kit (ThinPrint Client Support)	A0PD11K	\$56	\$46
c368	External Keyboard	7640006869	\$62	\$51
c368	KH-102 Keyboard Holder	A4NRWY1	\$69	\$56
c368	KP-101 Keypad	A64TWY3	\$29	\$24
c368	EK-608 Local Interface Kit	A88AWY2	\$73	\$60
c368	EK-609 Local Interface Kit	A87DWY2	\$35	\$29
c368	WT-506 Working Table	A0W4WY3	\$90	\$74
c368	AU-102 Biometric Authentication Unit	A0X9WY1	\$89	\$73
c368	AU-205H IC Card Reader	R5427000136466	\$33	\$27
c368	AU-204H Mag Stripe Card Reader	7640013468	\$134	\$110
c368	ESP Diagnostic Power Filter 120V/15A	XGPCS15DKM	\$43	\$36
c368	ESP ENVISIONSENSE PMS 120V/15A	EVS12015	\$70	\$57
c368	Key Counter Mount Kit 1 for Hecon Conventional Counter	4623474	\$34	\$28
c368	SC-508 Security Kit (Copy Guard/Password Protect)	A4MMWY3	\$81	\$67
c368	CS-1 Convenience Stapler	7640013463	\$207	\$170
c368	MK-735 Mount Kit (IC Card Internal Mount Kit)	A4NMWY1	\$223	\$183
c368	MK-730 Mount Kit (Banner paper guide)	A4MEWY2	\$141	\$116
c368	Stylus Pen for INFO-Palette Series	A161192000	\$217	\$178
c368	UK-212 Upgrade Kit (Provides Wireless LAN)	A87EWY4	\$88	\$73
c368	HD-524 Hard Disk Mirroring	A888WY2	\$237	\$195
4702P	DK-P02 Copy Desk	9967002761	\$146	\$120
4702P	UK-P12 256 MB user flash	AANEWY1	\$279	\$229
4702P	UK-P13 barcode card	AANFWY1	\$80	\$66
4702P	UK-P14 IPDS card	AANGWY1	\$117	\$96
4702P	ESP Compact Power Filter 120V/15A	S1	\$93	\$77
4702P	Paper Tray Lock	PTL5A	\$62	\$51
C558	PC-215 2-way Paper Feed Cabinet (2 x 500-sheet universal tray)	A9HFWY2	\$347	\$286
C558	PC-115 Paper Feed Cabinet (500-sheet universal tray + storage)	A9HFWY1	\$398	\$327
C558	DK-510 Enhanced Copy Desk (Storage only)	7640018680	\$353	\$290

C558	LU-207 Large Capacity Unit (2,500 sheets/Letter, Legal, Ledger and 12"x18")	A9EFW11	\$493	\$405
4052	PF-P15 250 sheet tray	AANAWY1	\$95	\$79
4052	PF-P16 550 sheet tray	AANCWY1	\$32	\$26
4052	LK-104 v3 i-Option License Kit (Voice Guidance)	A0PD117	\$74	\$61
4052	LK-106 I-OPTION Bar Code Font	A0PD119	\$233	\$192
4052	LK-107 i-Option License Kit (Unicode Font)	A0PD11F	\$88	\$73
4052	LK-108 i-Option OCR Font	A0PD11G	\$127	\$104
4052	LK-111 i-Option License Kit (ThinPrint Client Support)	A0PD11K	\$104	\$86
4052	KP-101 Keypad	A64TWY3	\$352	\$289
4052	AU-205H IC Card Reader	R5427000136466	\$425	\$349
4052	ESP Diagnostic Power Filter 120V/15A	XGPCS15DKM	\$209	\$172
4052	ESP ENVISIONSENSE PMS 120V/15A	EVS12015	\$492	\$405
4052	CS-1 Convenience Stapler	7640013463	\$181	\$149
4052	Paper Tray Lock	PTL5A	\$329	\$271
368e	OC-511 Original Cover	A3PMWY1	\$350	\$288
368e	DF-704 Dual Scan Document Feeder	A85GWY2	\$289	\$238
368e	PC-415 Large Capacity Cassette (2,500 sheets/Letter size only)	A9HF013	\$349	\$287
368e	PC-215 2-way Paper Feed Cabinet (2 x 500-sheet universal tray)	A9HFWY2	\$301	\$248
368e	PC-115 Paper Feed Cabinet (500-sheet universal tray + storage)	A9HFWY1	\$217	\$178
368e	LU-302 Large Capacity Unit (3,000 sheets/Letter size only)	A87VW11	\$275	\$226
368e	JS-506 Job Separator	A2YVWY2	\$156	\$128
368e	FS-536 Finisher (50 Sheets)	A87GWY3	\$159	\$131
368e	RU-513 Relay Unit	A87JWY2	\$100	\$83
368e	FS-536SD Finisher	A87GWYE	\$277	\$228
368e	PK-520 2/3 Hole Punch Unit (FS-534 or FS-536)	A3ETW11	\$167	\$137
368e	PK-519 Punch Kit (2/3 hole - for FS-533)	A3EUW12	\$254	\$209
368e	FK-515 Fax Kit (Supports 3rd & 4th fax line)	A884W11	\$187	\$154
368e	Fax Mount Kit MK-742 (Mount kit for FK-515 only)	A886WY1	\$374	\$307
368e	SP-501 Fax Stamp Unit	4614506	\$212	\$174
368e	Spare TX Marker Stamp 2	4614511	\$290	\$239
368e	LK-102 v3 i-Option License Kit (Encrypted PDF, PDF/A, Linearized PDF)	A0PD116	\$298	\$245
368e	LK-104 v3 i-Option License Kit (Voice Guidance)	A0PD117	\$409	\$336
368e	LK-105 v4 i-Option License Kit (Searchable PDF)	A0PD11T	\$286	\$235

C558	LK-107 i-Option License Kit (Unicode Font)	A0PD11F	\$71	\$58
C558	LK-108 i-Option OCR Font	A0PD11G	\$97	\$80
C558	LK-110 v2i-Option License Kit (File Conversion)	A0PD11U	\$75	\$61
C558	LK-111 i-Option License Kit (ThinPrint Client Support)	A0PD11K	\$48	\$39
C558	AU-102 Biometric Authentication Unit	A0X9WY1	\$79	\$65
C558	AU-205H IC Card Reader	R5427000136466	\$30	\$25
C558	MK-735 Mount Kit (IC Card Internal Mount Kit)	A4NMWY1	\$33	\$27
C558	MK-730 Mount Kit (Banner paper guide)	A4MEWY2	\$35	\$29
C558	EK-608 Local Interface Kit	A88AWY2	\$46	\$38
C558	EK-609 Local Interface Kit	A87DWY2	\$25	\$21
C558	External Keyboard	7640006869	\$51	\$42
C558	AU-204H Mag Stripe Card Reader	7640013468	\$51	\$42
C558	KH-102 Keyboard Holder	A4NRWY1	\$26	\$22
C558	KP-101 Keypad	A64TWY3	\$87	\$72
C558	Key Counter Mount Kit 1 for Hecon Conventional Counter	4623474	\$34	\$28
C558	WT-506 Working Table	A0W4WY3	\$38	\$31
C558	SC-508 Security Kit (Copy Guard/Password Protect)	A4MMWY3	\$70	\$58
C558	UK-212 Upgrade Kit (Provides Wireless LAN)	A87EWY4	\$17	\$14
C558	UK-501 Double Feed Detection Kit	A8WCWY1	\$47	\$39
C558	ESP Diagnostic Power Filter 120V/15A	XGPCS15DKM	\$32	\$26
C558	ESP ENVISIONSENSE PMS 120V/15A	EVS12015	\$30	\$25
C558	CS-1 Convenience Stapler	7640013463	\$9	\$7
C558	Stylus Pen for INFO-Palette Series	A161192000	\$1	\$1
C558	HD-524 Hard Disk Mirroring	A888WY2	\$8	\$7

Novatech, Inc Supplemental Software Pricing

PaperCut MFP will meet and exceed the following requirements set forth in the RFP 4.2:

- Centralized user cost accounting with pin code and/or proximity card
- Allow for Jobs to be printed to queue and held centrally for release at any device
- Centrally managed usage reporting for cost recovery and/or billing
- Accept print job via e-mail without having to load drivers or access secured wi-fi

PaperCut MF

Description	QTY	Price
PaperCut MF up to 1000 users	1	799.00
PaperCut MF embedded Devices License	9	2,925.00
Premium Support Major/minor upgrades 4 Years	4	3,600.00
Professional Services. (Implementation and Training)	8	1,530.00

Ecoby ShareScan Essentials will meet or exceed the following requirements set forth in the RFP 4.2:

- Scan to Searchable PDF, Word and Excel
- Browse network folders and print back at the MFP control panel
- Capability to add metadata to scanned documents
- Send Confidential Jobs to password protected folder

Ecoby ShareScan elements

Description	QTY	Price
Ecoby ShareScan Elements with 4YR M&S	9	5,192.10
Software Maintenance 4 Years included	4	0.00
Professional Services	8	1,530.00

Section 7.0 Signatures

Vendor (Name of Firm) Novatech, Inc.

Authorized Signature



Date 12/13/18

Title of Person Signing Government Contracts Manager

Address of Firm 2053 Franklin Way SE Suite 100

Marietta, GA 30067

Email Address dhall@novatech.net

Phone Number 615-610-2034

Firm Website www.novatech.net



bizhub 4700P/4000P/3300P

B&W PRINT SOLUTIONS FOR

MAXIMUM POWER

IN MINIMUM SPACE

When ordinary printers can't keep pace with your workload, your business needs bizhub. These three powerful, compact bizhub printers deliver high-resolution B&W images at up to 50 ppm, with quick first-print output, simple control panels and scalable step-up features for right-size cost-efficiency.

Eco-friendly design includes a special Eco-mode to reduce power consumption and auto duplexing to save paper. And standard Konica Minolta print drivers give you superior performance in both Windows and Mac environments. For maximum output in minimum space, count on Konica Minolta.



BIZHUB PRINTERS FOR HIGH-SPEED, LOW-COST B&W OUTPUT IN ANY ENVIRONMENT

The bizhub 4700P, 4000P and 3300P are a perfect fit for executive suites and small businesses with growing workloads. Your choice of three models gives you right-size cost-efficiency in compact design — with fast B&W output speeds to handle your document traffic and expandable paper capacity to match your business needs.

A STEP BEYOND CONVENTIONAL DESKTOP PRINTERS.

With the bizhub 4700P, 4000P and 3300P, you'll spend less time waiting for prints or re-loading paper in the middle of your print run. Output speeds of up to 50 ppm, instant-on fuser for fast warm-up, and expandable paper capacity can speed your workflow to make you more productive. All three printers deliver high-quality B&W documents at 1200 x 1200 dpi resolution, keeping pace with rising demands in general business as well as healthcare, legal and educational environments.

The bizhub 4700P gives you standard paper capacity of 650 sheets, in sizes up to 8.5" x 14" — and you can add options to expand your capacity to 2,300 sheets for high-volume print output with minimum attention. A 100-sheet bypass tray handles paper from 16 lb. bond to 43 lb. cover stock — even thick envelopes that might be difficult to print on conventional desktop printers. Auto duplexing is standard, so you can save paper by making 2-sided prints or printing N-up without slowing down your workflow. And blank pages are removed automatically from your print sets, another paper-saving advantage.

An easy-to-read LCD display on the bizhub 4700P and 4000P provides animated navigation screens to make operation easy, even for first-time users or temporary personnel. The bizhub 3300P has a simple 3-button, 6-LED control panel with fast, intuitive action. Convenient front-access compartments let you change toner cartridges without moving your printer. In fact, the bizhub 4700P, 4000P and 3300P are designed to put more power in less space, with small footprint and lightweight design for easy positioning on any desktop in your work environment.



THE CONNECTIVITY AND SECURITY YOUR BUSINESS DEMANDS.

Along with superior monochrome image quality and right-size scalability, these three bizhub printers give you seamless network connectivity. They're fully operational right out of the box and can be integrated with Konica Minolta MFPs in large offices. They feature Konica Minolta's Universal Print Driver, with familiar interface for any environment. And with the optional External Wireless 802.77 b/g/n you can print with ease in LAN-enabled office, you'll have greater freedom of printer placement with standard support for longer range and higher wireless transfer rates than previously available.

You'll also have enhanced security functions to protect sensitive information. Secure printing is available — and all three models can be configured with both user and administrator passwords to guard against unauthorized access. You can even restrict operational and management functions for certain users.

ECO-FRIENDLY DESIGN TO PROTECT THE ENVIRONMENT.

Improvements in operating efficiency in the bizhub 4700P, 4000P and 3300P help reduce your costs, including a special Eco-mode that minimizes power consumption, toner and paper use — and a “hibernation” setting that consumes as little as 1 Watt of power when your printer is not in use.

With every purchase of a new genuine toner cartridge, you'll find a prepaid shipping label and instructions on how to return your old cartridge for recycling. Simply repackage the empty cartridge in the box that the new cartridge came in and send it off for recycling completely free of charge.

Konica Minolta Return Program cartridges are patented print cartridges sold at a discount in exchange for the customer's agreement to the license requirement that the cartridges will be used only once and returned only to manufacturer for remanufacturing or recycling. These patented cartridges are licensed for single use only and will stop working after delivering a fixed amount of toner. Toner may remain in the cartridge when replacement is required. Replacement cartridges sold without these restrictions are also available. Please contact Konica Minolta representative for further details and availability.



FOR ALL YOUR DOCUMENT NEEDS, COUNT ON KONICA MINOLTA.

Konica Minolta Business Solutions U.S.A., Inc. is a leader in advanced document management technologies and IT Services. The company focuses on complete business solutions including production print systems, digital presses, multifunctional products (MFPs), managed print services, vertical application solutions and related services and supplies.

Konica Minolta has won numerous awards and recognition including being recognized as the #1 Brand for Customer Loyalty in the MFP Office Copier Market by Brand Keys for six years in a row. For the third consecutive year, Buyers Laboratory LLC (BLI) has named Konica Minolta as the winner of its “A3 MFP Line of the Year” award. In 2012, Konica Minolta also received “Document Imaging Solutions Line of the Year” recognition from BLI — and has been named to the Dow Jones Sustainability World Index in recognition of the company's economic, environmental and social performance.

We are proud of our record of achievement — and we invite you to learn first-hand why you can always count on Konica Minolta.

For more information, visit:
www.CountOnKonicaMinolta.com



PRODUCT SPECIFICATIONS

BIZHUB 4700P



BIZHUB 4000P



BIZHUB 3300P



PRINTING

Display	2.4-inch Color LCD Display	2.4-inch Color LCD Display	LED Panel
Print Speed Up To	50 ppm	42 ppm	35 ppm
First Copy Out Time	6.5 Seconds	6.5 Seconds	6.5 Seconds
Print Resolution	1200 x 1200 dpi	1200 x 1200 dpi	1200 x 1200 dpi
Memory/Processor	Standard: 256 MB / Maximum: 1280 MB Processor: Dual Core, 800 MHz	Standard: 256 MB / Maximum: 1280 MB Processor: Dual Core, 800 MHz	Standard: 128 MB / Maximum: 128 MB Processor: Dual Core, 800 MHz
Maximum Monthly Duty Cycle ¹	100,000 Pages Per Month	80,000 Pages Per Month	50,000 Pages Per Month

SUPPLIES

In-Box Toner	6,000-page Starter Return Program Toner Cartridge ²	6,000-page Starter Return Program Toner Cartridge ²	1,500-page Starter Return Program Toner Cartridge ²
Replacement Toner	20,000-page Yield ²	20,000-page Yield ²	10,000-page Yield ²
Imaging Unit	60,000-page Yield ³	60,000-page Yield ³	60,000-page Yield ³

PAPER HANDLING

Standard Paper Input	550-sheet Cassette, 100-sheet Multipurpose Tray	250-sheet Cassette, 100-sheet Multipurpose Tray	250-sheet Cassette, 50-sheet Multipurpose Tray
Optional Paper Input	550-sheet Cassette, 250-sheet Cassette (Max. 3)	550-sheet Cassette, 250-sheet Cassette (Max. 3)	550-sheet Cassette, 250-sheet Cassette (Max. 1)
Max. Paper Input	2300 Sheets	2000 Sheets	850 Sheets
Standard Paper Output	250-sheet Bin	150-sheet Bin	150-sheet Bin
Standard Automatic Duplexer	Yes	Yes	Yes
Paper Size (Standard)	100-sheet Multipurpose Tray: Letter, Legal, Executive (7.25" x 10.5"), Folio (8.5" x 13"), Oficio (8.5" x 13.4"), Statement (5.5" x 5.5"), A4, A5, A6, JIS B5, Custom Sizes: 5.5" x 8.27" to 8.5" x 14", Envelopes: 7 3/4, 9, 10, DL, Other Envelope: 3.87" x 6.38" to 6.93" x 9.84" 550-sheet Cassette: Letter, Legal, 5.5" x 8.5", A4, A5, JIS B5, Custom Sizes: 5.5" x 8.27" to 8.5" x 14", 3"-5" x 8.5"-14"	100-sheet Multipurpose Tray: Letter, Legal, Executive (7.25" x 10.5"), Folio (8.5" x 13"), Oficio (8.5" x 13.4"), Statement (5.5" x 5.5"), A4, A5, A6, JIS B5, Custom Sizes: 5.5" x 8.27" to 8.5" x 14", Envelopes: 7 3/4, 9, 10, DL, Other Envelope: 3.87" x 6.38" to 6.93" x 9.84" 250-sheet Cassette: Letter, Legal, 5.5" x 8.5", A4, A5, JIS B5, Custom Sizes: 5.5" x 8.27" to 8.5" x 14", 3"-5" x 8.5"-14"	50-sheet Multipurpose Tray: Letter, Legal, Executive (7.25" x 10.5"), Folio (8.5" x 13"), Oficio (8.5" x 13.4"), Statement (5.5" x 5.5"), A4, A5, A6, JIS B5, Custom Sizes: 5.5" x 8.27" to 8.5" x 14", Envelopes: 7 3/4, 9, 10, DL, Other Envelope: 3.87" x 6.38" to 6.93" x 9.84" 250-sheet Cassette: Letter, Legal, 5.5" x 8.5", A4, A5, JIS B5, Custom Sizes: 5.5" x 8.27" to 8.5" x 14", 3"-5" x 8.5"-14"
Paper Size (Optional)	Letter, Legal, 5.5" x 8.5", A4, A5, JIS B5, Custom Sizes: 5.5" x 8.27" to 8.5" x 14", 3"-5" x 8.5"-14"	Letter, Legal, 5.5" x 8.5", A4, A5, JIS B5, Custom Sizes: 5.5" x 8.27" to 8.5" x 14", 3"-5" x 8.5"-14"	Letter, Legal, 5.5" x 8.5", A4, A5, JIS B5, Custom Sizes: 5.5" x 8.27" to 8.5" x 14", 3"-5" x 8.5"-14"
Paper Weights (Standard)	100-sheet Multipurpose Tray: 60–163 gsm (16–43 lb.) 550-sheet Cassette: 60–120 gsm (16–32 lb.)	100-sheet Multipurpose Tray: 60–163 gsm (16–43 lb.) 250-sheet Cassette: 60–120 gsm (16–32 lb.)	50-sheet Multipurpose Tray: 60–163 gsm (16–43 lb.) 250-sheet Cassette: 60–90 gsm (16–24 lb.)
Paper Weights (Optional)	60–120 gsm (16–32 lb.)	60–120 gsm (16–32 lb.)	60–120 gsm (16–32 lb.)
Duplex	Paper only/Size: Letter, Legal, A4, Folio, Oficio Weight: 60–90 gsm (16–24 lb.)	Paper only/Size: Letter, Legal, A4, Folio, Oficio Weight: 60–90 gsm (16–24 lb.)	Paper only/Size: Letter, Legal, A4, Folio, Oficio Weight: 60–90 gsm (16–24 lb.)

GENERAL

Operating System Compatibility	Windows 2000/XP/Server 2003/Vista/ Server 2008/Windows 7/8, Mac OS X, Linux, Novel Netware	Windows 2000/XP/Server 2003/Vista/ Server 2008/Windows 7/8, Mac OS X, Linux, Novel Netware	Windows 2000/XP/Server 2003/Vista/ Server 2008/Windows 7/8, Mac OS X, Linux, Novel Netware
Printer Emulations	PostScript 3 Emulation, PCL6 Emulation, XPS	PostScript 3 Emulation, PCL6 Emulation, XPS	PostScript 3 Emulation, PCL6 Emulation, XPS
TEC	2.6 kWh (Eco-mode: 2.4 kWh)	2.3 kWh (Eco-mode: 2.0 kWh)	2.0 kWh (Eco-mode: 1.9 kWh)
Connectivity	USB 2.0 Specification High-Speed Certified (Type B), Gigabit Ethernet (10/100/1000) Front USB 2.0 Specification High-Speed Certified Port (Type A)	USB 2.0 Specification High-Speed Certified (Type B), Gigabit Ethernet (10/100/1000)	Centronics IEEE 1284 Bidirectional Parallel, USB 2.0 Specification High-Speed Certified (Type B), Ethernet (10/100)
Connectivity (Optional)	MarkNET N8352 802.11 b/g/n Wireless	MarkNET N8352 802.11 b/g/n Wireless	MarkNET N8352 802.11 b/g/n Wireless
Dimensions (W x D x H) / Weight (lbs.)	15.7 x 15.0 x 12.1 in. / 34.6 lbs.	15.7 x 15.0 x 10.3 in. / 33.1 lbs.	15.7 x 15.0 x 10.3 in. / 30.9 lbs.
Product Warranty	1-Year Exchange Service	1-Year Exchange Service	1-Year Exchange Service

¹The Maximum Monthly Duty Cycle describes the maximum number of pages a device can output on a monthly basis. This specification is a guideline intended to offer a comparison of durability as it relates to the entire Konica Minolta MFP and printer product line so that the appropriate device can be placed in order to meet customer needs. ² Average Standard page yield value declared in accordance with ISO/IEC 19752. ³ Based on 3 average Letter-size pages per print job at approximately 5% coverage.



KONICA MINOLTA

KONICA MINOLTA BUSINESS SOLUTIONS U.S.A., INC.
100 Williams Drive
Ramsey, NJ 07446

www.CountOnKonicaMinolta.com
www.kmbs.konicaminolta.us

bizhub



Windows 7



Linux

PAGE SCOPE



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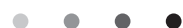
Design & specifications are subject to change without notice. Not all features described are available on all models.

ITEM #: 4700PBRO
3/13



KONICA MINOLTA

TECHNOLOGY



bizhub® 4052

MONOCHROME COMPACT MULTIFUNCTION PRINTER

Fast print/copy output of 42 ppm

Optional Super G3 fax

Optional stapler inner-finisher

Downloadable apps to help you work faster and smarter

Advanced scan capture functionality right from the touchscreen control panel

Built-in Emperon® print system, PCL and PostScript emulation

Large 7" touchscreen with logical, intuitive menus — easy to operate, similar to a tablet

Open API for seamless software integration

Compatibility with IC card readers for enhanced security

Standard wireless connectivity

Mobile printing support (AirPrint, Google Classic Cloud Print™, NFC)

Standard web browser



bizhub 4052

MONOCHROME COMPACT MULTIFUNCTION PRINTER

The bizhub 4052 provides crisp 42 ppm output to help you keep ahead of rising document demands. The advanced Emperon print system, standard wireless connectivity and web browser, optional stapler inner-finisher, optional high-speed fax and intuitive touchscreen operation make this a valuable stand-alone solution or versatile addition to mixed networks of large and small MFPs.

SYSTEM OVERVIEW

System memory	4 GB (when UK-219 is installed)
System hard disk	250 GB (standard)
Interface	10-Base-T / 100-Base-TX / 1,000-Base-T Ethernet, USB 2.0
Network protocols	TCP/IP (IPv4 / IPv6), SMB, LPD, IPP, SNMP, HTTP, HTTPS
Frame types	Ethernet 802.2, Ethernet 802.3, Ethernet II, Ethernet SNAP
Dual scan automatic document feeder	Up to 100 originals / 5.5" x 8.5" to 8.5" x 14" / 50–120 gsm
Printable paper size	4" x 6" to 8.5" x 14" / custom paper sizes
Printable paper weight	60–216 gsm
Paper input capacity	Standard: 650 sheets Max.: 1,650 sheets
Tray 1	550 sheets / 4" x 6" to 8.5" x 14" / 60–90 gsm
Trays 2, 3 and 4 (optional)	550 sheets / 8.5" x 11 to 8.5" x 14" / 60–90 gsm
Manual bypass	100 sheets / 4" x 6" to 8.5" x 14" / custom paper sizes / 60–216 gsm
Automatic duplexing	Letter, legal / 60–90 gsm
Finishing modes	Staple (inline) up to 20 sheets (optional)
Output capacity	Max.: 250 sheets
Copy/print volume	Max.: 100,000 pages / month ²
Toner lifetime	25,000 ¹
Imaging unit lifetime	60,000
Power consumption	120 V / 60 Hz, less than 600 W (system)
System dimensions	19.3" x 20.5" x 21.5" (W x D x H)
System weight	Approx. 52 lb

COPIER SPECIFICATIONS

Copying process	Electrostatic laser copy, tandem, indirect
Toner system	Simitri® HD Polymerized Toner
Print speed	Up to 42 ppm (letter)
Autoduplex speed	Up to 42 ppm (letter)
1st copy out time	8.5 sec. or less
Warm-up time	Approx. 37 sec. ³
Copy resolution	600 x 600 dpi
Multi-copy	1–999
Original format	Max.: up to 8.5" x 14"
Magnification	25–400% in 1% steps, auto zooming
Copy functions	Electronic sorting, multi-job, adjustments (contrast, sharpness, image density), proof copy, interrupt mode, color mode, separate scan, sort/group, combination, original selection, ID card copy, 2-in-1, 4-in-1

SCANNER SPECIFICATIONS

Scan speed	50 opm (mono/single sided) 100 opm (mono/duplex) 32 opm (color/single sided) 64 opm (color/duplex)
Scan resolution	600 x 600 dpi
Scan modes	Scan-to-Email, Scan-to-SMB, Scan-to-FTP, Scan-to-USB, Scan-to-HDD, Scan-to-DPWS, Network TWAIN
File formats	JPEG, TIFF, XPS, PDF, PDF/A(1b), Compact PDF
Scan destinations	2,100 (shared with fax), LDAP support
Scan functions	Up to 400 job programs

PRINTER SPECIFICATIONS

Print resolution	600 x 600 dpi, 1,200 x 1,200 dpi (reduced speed)
PDL	PCL5e/c emulation, PCL XL ver. 3.0, PostScript 3 emulation (3016), XPS ver. 1.0, OpenXPS, PDF 1.7
Operating systems	Windows (x64): 7 / 8.1 / 10 Windows Server (x64): 2008 / 2008 R2 / 2012 / 2012 R2 / 2016 Macintosh OS X 10.8 or later Linux / Citrix
Printer fonts	80 PCL Latin, 137 PostScript 3 Latin
Print functions	Direct print of TIFF, XPS, PDF and OOXML (DOCX, XLSX, PPTX), secure print, combination, n-up, poster, booklet page order, watermark

FAX SPECIFICATIONS

Fax	Super G3 (optional)
Transmission	Analog, PC-fax
Resolution	Max.: 600 x 600 dpi (ultra-fine)
Compression	MH, MR, MMR, JBIG
Modem	Up to 33.6 Kbps
Destinations	2,100 (single + group)
Functions	Time shift, PC-fax, fax forwarding, up to 400 program dials

OPTIONS

AU-205H	IC card reader / various IC card technologies
DK-P02 Copier desk	Provides storage space for print media, adjustable height
FK-517 Fax kit	Super G3 fax kit
FS-P02 Inner finisher	Provides 20-sheet stapling
KP-101 10 Key pad	For use instead of touchscreen
LK-102 v3	Enhanced PDF encryption, PDF/A(1a/1b) and linearized PDF support
LK-104 v3	Voice guidance license kit
LK-106	Supports native barcode printing
LK-107	Supports native unicode printing
LK-108	Supports native OCR A and B font printing
LK-111	ThinPrint®, print data compression for reduced network impact
PF-P15 Paper tray	Adds 250 sheet capacity / 8.5" x 11" to 8.5" x 14" Add up to 3 units total (PF-P15 + PF-P16)
PF-P16 Paper tray	Adds 550 sheet capacity / 8.5" x 11" to 8.5" x 14" Add up to 3 units total (PF-P15 + PF-P16)
UK-219 Expanded memory	2 GB memory extension ⁴

SYSTEM FEATURES

Security	ISO 15408 EAL3 (in evaluation), IP filtering and port blocking, SSL2, SSL3 and TLS1.0 network communication, IPsec support, IEEE 802.1x support, user authentication, secure print, HDD overwrite (8 standard types), HDD data encryption, copy protection (print only)
Software	Net Care Device Manager, Data Administrator, Direct Print, Konica Minolta Mobile, Print Status Notifier, Driver Packaging Utility

¹ The bizhub 4052 ships with a starter toner cartridge (6,000 yield).

² Maximum monthly duty cycle describes the maximum number of pages a device can output on a monthly basis. This specification is a guideline intended to offer a comparison of durability as it relates to the entire Konica Minolta MFP and printer product line so that the appropriate device can be placed in order to meet customer needs.

³ Warm-up time may vary depending on the operating environment and usage.

⁴ Required for full functionality.



For complete information on Konica Minolta products and solutions, please visit: CountOnKonicaMinolta.com

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KONICA MINOLTA

KONICA MINOLTA BUSINESS SOLUTIONS U.S.A., INC.

100 Williams Drive, Ramsey, New Jersey 07446

CountOnKonicaMinolta.com



Item #: 4052SS
5/2018-C



KONICA MINOLTA

TECHNOLOGY



bizhub® 368e

MONOCHROME MID-VOLUME MULTIFUNCTION PRINTER

Up to 36 ppm print/copy output to keep pace with rising demands

Optional dual scanning up to 160 originals per minute

Large 9" color display with quick tablet-like touchscreen interface

3rd-party software integration with standard web browser

Built-in Emperon® print system, universal printer drivers

Simitri® HD polymerized toner for high-resolution imaging

Standard 250 GB HDD for on-board document storage

Meets ISO 15408 and IEEE 2600.1 Security standards*

Standard web browser

Power-saving design with quick recovery from sleep mode

6,650-sheet maximum capacity, tab printing support, carbon-copy printing

Advanced authentication, secure print release, remote firmware updates

Multiple bypass tray and detachable paper feed trays improve paper handling

Finishing options for 80-page booklet-making, up to 100-sheet stapling

Options for 2/3-hole punch, tri-fold, z-fold, post-insertion and more

Downloadable apps to help you work faster and smarter

Multiple i-Options to suit the needs of your workflow

EPEAT Gold-certified, low power consumption to cut costs

Mobile printing support (AirPrint, Google Cloud Print Classic, NFC)

*May not be available at time of launch.

bizhub 368e

MONOCHROME MID-VOLUME MULTIFUNCTION PRINTER

Ideal for growing businesses, the bizhub 368e is a powerful, affordable monochrome MFP with superior Simitri® HD image quality and fast 36 ppm print/copy output. Optional dual scanning brings information into your workflow fast and enhanced touch screen simplicity never slows you down.

SYSTEM OVERVIEW

System memory	4 GB (when UK-211 is installed)
System hard disk	250 GB Standard
Interface	10-BASE-T / 100-BASE-TX / 1000-BASE-T Ethernet, USB 2.0
Network protocols	TCP/IP (IPv4/IPv6), FTP, SMB v2, SMTP, WebDAV
Frame types	Ethernet 802.2, Ethernet 802.3, Ethernet II, Ethernet SNAP
Document feeder (optional)	Up to 100 originals / 5.5" x 8.5" to 11" x 17" / 35-163gsm Reversing automatic document feeder or dual scan document feeder available
Printable paper size	Scanning/Copying: up to 11" x 17" Printing: up to 11" x 17" full bleed on 12" x 18" paper Custom paper sizes Banner paper max.: 11.75" x 47.25"
Printable paper weight	52–300 gsm
Paper input capacity	Standard: 1,150 sheets / Max.: 6,650 sheets
Tray 1	500 sheets / 5.5" x 8.5" to 11" x 17" / 52–256 gsm
Tray 2	500 sheets / 5.5" x 8.5" to 12" x 18" / 52–256 gsm
PC-115 Paper feed cabinet (optional)	500 sheets / 5.5" x 8.5" to 11" x 17" / 52–256 gsm
PC-215 Paper feed cabinet (optional)	2 x 500 sheets / 5.5" x 8.5" to 8.5" x 11" / 52–256 gsm
Large capacity tray PC-415 (optional)	2,500 sheets / 8.5" x 11" / 52–256 gsm
Large capacity tray LU-302 (optional)	3,000 sheets / 8.5" x 11" / 52–256 gsm
Manual bypass	150 sheets / 4" x 6" to 12" x 18" / custom paper sizes / 50–300 gsm
Automatic duplexing	5.5" x 8.5" to 12" x 18" / 52–256 gsm
Finishing modes	Offset, group, sort, staple, punch, half-fold, z-fold, tri-fold, post-insertion, booklet
Output capacity	Max. with finisher: 3,200 sheets Max. without finisher: 250 sheets
Stapling (optional)	Max.: 50 sheets or 48 sheets + 2 cover sheets (up to 209 gsm)
Stapling output capacity	Max.: 1,000 sheets
Tri-fold (optional)	Up to 3 sheets
Tri-fold capacity	Max.: 30 sheets (tray)
Booklet (optional)	Max.: 20 sheets or 19 sheets + 1 cover sheet (up to 209 gsm)
Booklet output capacity	Max.: 100 sheets (tray)
Copy/print volume	Max.: 175,000 pages/month ¹
Toner lifetime	25,000 pages
Imaging unit lifetime	270,000 pages / 600,000 pages (Drum/Developer)
Power consumption	120 V / 60 Hz, less than 1.5 kW (system)
System dimensions	24.2" x 27" x 38" (W x D x H)
System weight	Approx. 168 lbs

PRINTER SPECIFICATIONS

Print resolution	1,800 (equivalent) x 600 dpi, 1,200 x 1,200 dpi
PDL	PCL6 (XL 3.0), PCL5c, PostScript 3 (ver. 3016), XPS
Operating systems	Windows (x32 / x64): 7 / 8.1 / 10 Windows Server (x32 / x64): 2008 / 2008 R2 ³ / 2012 ³ / 2016 ³ Macintosh OS X 10.7 or later Linux / Unix / Citrix
Printer fonts	80 PCL Latin, 137 PostScript 3
Print functions	Direct Print of PCL, PS, TIFF, XPS, PDF, encrypted PDF files and OOXML (DOCX, XLSX, PPTX), mixmedia and mixplex, "Easy Set" job programming, overlay, watermark, copy protection, carbon copy print

COPIER SPECIFICATIONS

Copying process	Electrostatic laser copy, tandem, indirect
Toner system	Simitri HD Polymerized Toner
Print speed (8.5" x 11")	Up to 36 ppm (portrait)
Print speed (11" x 17")	Up to 18 ppm (portrait)
Autoduplex speed (8.5" x 11")	Up to 36 ppm (portrait)
1st copy out time	4.5 seconds
Warm-up time	Approx. 20 seconds ²
Copy resolution	600 x 600 dpi
Gradations	256 gradations
Multi-copy	1–9,999
Original format	Up to 11" x 17"
Magnification	25–400% in 0.1% steps, auto zooming
Copy functions	Electronic sorting, multi-job, adjustments (contrast, sharpness, image density), proof copy, interrupt mode, color mode, separate scan, sort/group, combination, original selection, ID card copy, 2-in-1, 4-in-1

SCANNER SPECIFICATIONS

Scan speed	B&W / Color: up to 160 opm with optional DF-704
Scan resolution	Max.: 600 x 600 dpi
Scan modes	Scan-to-Email, Scan-to-SMB, Scan-to-FTP, Scan-to-Box, Scan-to-USB, Scan-to-WebDAV, Scan-to-DPWS, Network TWAIN scan
File formats	JPEG, TIFF, PDF, PDF/A 1a and 1b (optional), compact PDF, encrypted PDF and searchable PDF (optional), XPS, compact XPS, PPTX and searchable PPTX (optional), searchable DOCX/XLSX (optional)
Scan destinations	2,100 (shared with fax), LDAP support
Scan functions	Annotation (text/time/date) for PDF, up to 400 job programs, realtime scan preview

FAX SPECIFICATIONS

Fax	Super G3 (optional)
Transmission	Analog, Internet Fax, Color i-Fax, IP-Fax
Resolution	Max.: 600 x 600 dpi (ultra-fine)
Compression	MH, MR, MMR, JBIG
Modem	Up to 33.6 Kbps
Destinations	2,100 (single + group)
Functions	Polling, time shift, PC-fax, receipt to confidential box, receipt to Email/FTP/SMB, up to 400 job programs

USER BOX SPECIFICATIONS

Storable documents	Max.: 3,000 documents or 10,000 pages
Type of user boxes	Public Personal (with password or authentication) Group (with authentication)
Type of system boxes	Secure print, encrypted PDF, fax receipt, fax polling, annotation
User box functionality	Reprint, combination, download, sending (email/FTP/SMB and fax), copy box-to-box

SYSTEM FEATURES

Security	ISO 15408 EAL ⁴ IEEE 2600.1 ⁴ IP filtering and port blocking SSL2, SSL3 and TLS1.0 network communication IPsec support IEEE 802.1x support FIPS 140-2 User authentication Authentication log Secure print Hard disk overwrite (8 standard types) Hard disk data encryption (AES 128) Memory data auto deletion Confidential fax receipt Print user data encryption Copy protection (Copy Guard, Password Copy) optional
Accounting	Up to 1,000 user accounts Active Directory support (user name + password + email + SMB folder) User function access definition Optional Biometric authentication (finger vein scanner) Optional ID card authentication (ID card reader)
Software	PageScope Net Care Device Manager PageScope Data Administrator PageScope Box Operator PageScope Direct Print Print Status Notifier Driver Packaging Utility Log Management Utility

¹ Maximum monthly duty cycle describes the maximum number of pages a device can output on a monthly basis. This specification is a guideline intended to offer a comparison of durability as it relates to the entire Konica Minolta MFP and printer product line so that the appropriate device can be placed in order to meet customer needs.

² Warm-up time may vary depending on the operating environment and usage.

³ Supports x64 only.

⁴ Certification pending.



COMPONENTS AND OPTIONS

AU-102 Biometric authentication	Finger vein scanner
AU-205H Universal ID card reader	Various ID card technologies
AU-211 CA/PIV solution*	Requires WT-506 Working Table
DF-629 Document feeder	Reversing automatic document feeder, capacity 100 originals
DF-704 Document feeder	Dual scan automatic document feeder, capacity 100 originals
DK-510 Copier desk	Provides storage space for print media and other materials
Dynamag magnetic stripe card reader	Requires WT-506 Working Table
EK-608 USB I/F kit	USB keyboard connection
EK-609 USB I/F kit	USB keyboard connection, Bluetooth
External keyboard	External USB keyboard
FK-514 Fax board	Super G3 fax, digital fax functionality
FK-515 Fax board	Super G3 fax, digital fax functionality, lines 3 & 4 support (requires MK-742)
FS-533 Staple finisher	50-sheet stapling, 500 sheets max. output
FS-536 Staple finisher	50-sheet stapling, 3,200 sheets max. output (requires RU-513)
FS-536SD Booklet finisher	50-sheet staple finisher, 20-sheet booklet finisher, 2,200 sheets max. output (requires RU-513)
HD-524 Hard disk	Hard disk mirroring, 250 GB
JS-506 Job separator	Separation for fax output, etc.
KH-102 Keyboard holder	To place USB keyboard
KP-101 10-Key pad	For use instead of touchscreen
LK-102 v3 PDF enhancements	PDF/A, PDF encryption, digital signature
LK-104 v3	Provides voice guidance functions
LK-105 v4	Searchable PDF
LK-106	Supports native barcode printing
LK-107	Supports native Unicode printing
LK-108	Supports native OCR A and B font printing
LK-110 v2	Generates various file formats incl. DOCX, XLSX and combines LK-102 (encrypted PDF) + LK-105 (searchable PDF/OCR functionality)
LK-111 ThinPrint® Client	Print data compression for reduced network impact
LU-302 Large capacity unit	3,000 sheets / 8.5" x 11" / 52-256 gsm
MK-730 Mount kit	Banner paper guide
MK-735 Mount kit	Installation kit for ID card reader
MK-742 Mount kit	Installation kit for FK-515 fax board
OC-511 Original cover	Cover required if no document feeder is installed
OT-506 Output tray	Output tray use instead of finisher
PC-115 Universal tray	500 sheets / 5.5" x 8.5" to 11" x 17" / 52-256 gsm
PC-215 Universal tray	2 x 500 sheets / 5.5" x 8.5" to 11" x 17" / 52-256 gsm
PC-415 Large capacity tray	2,500 sheets / 8.5" x 11" / 52-256 gsm
PK-519 Punch kit for FS-533	2/3-hole punching, autoswitching
PK-520 Punch kit for FS-536	2/3-hole punching, autoswitching
RU-513 Relay unit	Required for the FS-536 / FS-536SD
SC-508 Security kit	Copy guard function
SP-501 Stamp unit	Added fax stamp capability kit
UK-211 Memory expansion	2 GB memory expansion, required for most i-Options, registered overlay and concurrent use of web browser and certain other functions, including stamp print, watermark, date/time print, header/footer, image overlay and management number
UK-212 Wireless LAN	Wireless LAN to network connector
WT-506 Working table	Authentication device placement

*May not be available at time of launch.



PARTNERSHIP

Konica Minolta can help give shape to your ideas and partner with you to achieve your corporate objectives. Contact us to realize opportunities in:

INFORMATION MANAGEMENT

Enterprise Content Management (ECM)
Document Management
Automated Workflow Solutions
Business Process Automation
Security and Compliance
Mobility
eDiscovery Services

IT SERVICES

Application Services
Cloud Services
IT Security
Managed IT Services
IT Consulting & Projects
Business Consulting Services

TECHNOLOGY

Office Multifunction Business Solutions
Commercial and Production Printers
3D Printers
Wide Format Printers
Laptops, Desktops and
Computer Hardware
Servers and Networking Equipment
Managed Print Services (MPS)
Managed Enterprise Services



For complete information on Konica Minolta products and solutions, please visit: CountOnKonicaMinolta.com

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100 Williams Drive, Ramsey, New Jersey 07446

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Item #: 368ESS
2/2018-C



KONICA MINOLTA

Giving Shape to Ideas



Up to 30 ppm print/copy output to keep pace with rising demands

Optional dual scanning at up to 160 originals per minute

Large 9" color display with quick tablet-like touchscreen interface

3rd-party software integration with standard web browser

Built-in Emperon® print system, universal printer drivers

Simitri® HD polymerized toner for high-resolution imaging

Standard 250 GB HDD for on-board document storage

Meets ISO 15408 and IEEE 2600.1 Security standards

Power-saving design with quick recovery from sleep mode

6,650-Sheet maximum capacity, tab printing support, carbon-copy printing

Advanced authentication, secure print release, remote firmware updates

Multiple bypass tray and detachable paper feed trays improve paper handling

Finishing options for 80-page booklet-making

50-sheet stapling, 2/3-hole punch, tri-fold and more

Downloadable apps to help you work faster and smarter

i-Options to add functions for working more efficiently

EPEAT Gold-certified, low power consumption to cut costs

Mobile printing support (AirPrint, Google Cloud Print, NFC)

bizhub C308

COLOR MID-VOLUME MULTIFUNCTION PRINTER

mfp





mfp

bizhub C308

COLOR MID-VOLUME MULTIFUNCTION PRINTER

bizhub C308

Ideal for growing businesses, the bizhub C308 is a powerful, affordable color MFP with superior Simitri HD image quality and fast 30 ppm print/copy output. Optional dual scanning at up to 160 opm brings information into your workflow faster– and enhanced touch-screen simplicity never slows you down.

System Overview

System memory	4 GB
System hard disk	250 GB Standard
Interface	10-BASE-T/100-BASE-TX/1,000-BASE-T Ethernet, USB 2.0
Network protocols	TCP/IP (IPv4/IPv6), SMB, LPD, IPP, SNMP, HTTP, HTTPS
Frame types	Ethernet 802.2, Ethernet 802.3, Ethernet II, Ethernet SNAP
Document feeder (optional)	Up to 100 originals / 5.5" x 8.5" to 11" x 17" / 35-163 gsm Reversing automatic document feeder or dual scan document feeder available
Printable paper size	Scanning/Copying: up to 11" x 17" Printing: up to 11" x 17" full bleed on 12" x 18" paper Custom paper sizes Banner paper max.: 11.75" x 47.25"
Printable paper weight	52-300 gsm
Paper input capacity	Standard: 1,150 sheets / Max.: 6,650 sheets
Tray 1	500 sheets / 5.5" x 8.5" to 11" x 17" / 52-256 gsm
Tray 2	500 sheets / 5.5" x 8.5" to 12" x 18" / 52-256 gsm
Tray 3 (optional)	500 sheets / 5.5" x 8.5" to 11" x 17" / 52-256 gsm
Tray 4 (optional)	2 x 500 sheets / 5.5" x 8.5" to 8.5" x 11" / 52-256 gsm
Large capacity tray LU-302 (optional)	3,000 sheets / 8.5" x 11" / 52-256 gsm
Large capacity tray PC-410 (optional)	2,500 sheets / 8.5" x 11" / 52-256 gsm
Manual bypass	150 sheets / 4" x 6" to 12" x 18" / custom paper sizes / 50-300 gsm
Automatic duplexing	5.5" x 8.5" to 12" x 18" / 52-256 gsm
Finishing modes	Offset, group, sort, punch, half-fold, tri-fold, booklet
Output capacity	Max. with finisher: 3,300 sheets Max. without finisher: 250 sheets
Stapling (optional)	Max.: 50 sheets or 48 sheets + 2 cover sheet (up to 209 gsm)
Stapling output capacity	Max.: 1,000 sheets
Tri-fold (optional)	Up to 3 sheets
Tri-fold capacity	Max.: 30 sheets (tray)
Booklet (optional)	Max.: 20 sheets or 19 sheets + 1 cover sheet (up to 209 gsm)
Booklet output capacity	Max.: 100 sheets (tray)
Copy/print volume	Max.: 100,000 pages/month ¹
Toner lifetime	Black: 28,000 pages / CMY: 26,000 pages
Imaging unit lifetime	Black: 120,000 pages / 600,000 pages (Drum / Developer) CMY: 75,000 pages / 600,000 pages (Drum / Developer)
Power consumption	120 V / 60 Hz, less than 1.5 kW (system)
System dimensions	24.2" x 27" x 31" (W x D x H)
System weight	Approx. 187.39 lb

Copier Specifications

Copying process	Electrostatic laser copy, tandem, indirect
Toner system	Simitri® HD Polymerized Toner
Print speed (8.5" x 11")	B&W / Color: up to 30 ppm (Portrait)
Print speed (11" x 17")	B&W / Color: up to 15 ppm (Portrait)
Autoduplex speed (8.5" x 11")	B&W / Color: up to 30 ppm (Portrait)
1st copy out time	B&W: 5.6 sec. / Color: 7.3 sec.
Warm-up time	Approx. 20 sec. ²
Copy resolution	600 x 600 dpi
Gradations	256 gradations
Multi-copy	1-9,999
Original format	Up to 11" x 17"
Magnification	25-400% in 0.1% steps, auto zooming
Copy functions	Electronic sorting, multi-job, adjustments (contrast, sharpness, image density), proof copy, interrupt mode, color mode, separate scan, sort/group, combination, original selection, ID card copy, 2-in-1, 4-in-1

Printer Specifications

Print resolution	1,800 x 600 dpi, 1,200 x 1,200 dpi
PDL	PCL6 (XL 3.0), PCL5c, PostScript 3 (ver. 3016), XPS
Operating systems	Windows (x32/x64): XP / Vista / 7 / 8 Windows Server (x32/x64): 2003 / 2008 / 2008 R2 ³ / 2012 ³ Macintosh OS X 10.6 or later Linux / Citrix
Printer fonts	80 PCL Latin, 137 PostScript 3
Print functions	Direct Print of PCL, PS, TIFF, XPS, PDF, encrypted PDF files and OOXML (DOCX, XLSX, PPTX), mixmedia and mixplex, "Easy Set" job programming, overlay, watermark, copy protection, carbon copy print

Printer Specifications (Optional)

Print controller	Embedded Fiery IC-416
Memory/HDD	2 GB / 160 GB
PDL	PostScript 3 (ver. 3019) PCL 6/5c
Operating systems	Windows (x32/x64): XP / Vista / 7 / 8 Windows Server (x32/x64): 2003 / 2008 / 2008 R2 ³ / 2012 ³ Macintosh OS X 10.8 or later

Scanner Specifications

Scan speed	B&W / Color: up to 160 ipm with optional DF-704
Scan resolution	Max.: 600 x 600 dpi
Scan modes	Scan-to-Email, Scan-to-SMB, Scan-to-FTP, Scan-to-Box, Scan-to-USB, Scan-to-WebDAV, Scan-to-DPWS, Network TWAIN scan
File formats	JPEG, TIFF, PDF, PDF/A 1a and 1b (optional), compact PDF, encrypted PDF and searchable PDF (optional), XPS, compact XPS, PPTX and searchable PPTX (optional), searchable DOCX/XLSX (optional)
Scan destinations	2,100 (shared with fax), LDAP support
Scan functions	Annotation (text/time/date) for PDF, up to 400 job programs, realtime scan preview

Fax Specifications

Fax	Super G3 (optional)
Transmission	Analog, Internet fax, Color i-Fax, IP-Fax
Resolution	Max.: 600 x 600 dpi (ultra-fine)
Compression	MH, MR, MMR, JBIG
Modem	Up to 33.6 Kbps
Destinations	2,100 (single + group)
Functions	Polling, time shift, PC-fax, receipt to confidential box, receipt to Email/FTP/SMB, up to 400 job programs

User Box Specifications

Storable documents	Max.: 3,000 documents or 10,000 pages
Type of user boxes	Public Personal (with password or authentication) Group (with authentication)
Type of system boxes	Secure print, encrypted PDF, fax receipt, fax polling, annotation
User box functionality	Reprint, combination, download, sending (Email/FTP/SMB and fax), copy box-to-box

System Features

Security	ISO 15408 EAL IEEE 2600.1 IP filtering and port blocking SSL2, SSL3 and TLS1.0 network communication IPsec support IEEE 802.1x support FIPS 140-2 User authentication Authentication log Secure print Hard disk overwrite (8 standard types) Hard disk data encryption (AES 128) Memory data auto deletion Confidential fax receipt, Print user data encryption Copy protection (Copy Guard, Password Copy) optional
Accounting	Up to 1,000 user accounts Active Directory support (user name + password + Email + SMB folder) User function access definition Optional Biometric authentication (finger vein scanner) Optional ID card authentication (ID card reader)
Software	PageScope Net Care Device Manager PageScope Data Administrator PageScope Box Operator PageScope Direct Print Print Status Notifier Driver Packaging Utility Log Management Utility

¹ Maximum monthly duty cycle describes the maximum number of pages a device can output on a monthly basis.
This specification is a guideline intended to offer a comparison of durability as it relates to the entire Konica Minolta
MFP and printer product line so that the appropriate device can be placed in order to meet customer needs

² Warm-up time may vary depending on the operating environment and usage

³ Supports x64 only

Components and Options

AU-102 Biometric authentication	Finger vein scanner
AU-204H Magnetic stripe card reader	Requires WT-506 Working Table
AU-205H Universal ID card reader	Various ID card technologies
AU-211 CA/PIV solution	Requires WT-506 Working Table
DF-629 Document feeder	Reversing automatic document feeder, capacity 100 originals
DF-704 Document feeder	Dual scan automatic document feeder, capacity 100 originals
DK-510 Copier desk	Provides storage space for print media and other materials
FK-514 Fax board	Super G3 fax, digital fax functionality
FK-515 Fax board	Super G3 fax, digital fax functionality, lines 3 & 4 support
FS-533 Staple finisher	50-sheet stapling, 500 sheets max. output
FS-534 Staple finisher	50-sheet stapling, 3,300 sheets max. output
FS-534 + SD-511 Booklet finisher	50-sheet staple finisher, 20-sheet booklet finisher, 3,300 sheets max. output
HD-524 Hard disk	Hard disk mirroring, 250 GB
IC-416 Fiery image controller	Embedded image controller for graphics-intensive applications
JS-506 Job separator	Separation for fax output, etc.
KH-102 Keyboard holder	To place USB keyboard
KP-101 10-Key pad	For use instead of touchscreen
LK-102 v3 PDF enhancements	PDF/A, PDF encryption, digital signature
LK-104 v3 Voice guidance	Provides voice guidance functions
LK-105 v4 OCR text recognition	Searchable PDF
LK-106 Barcode fonts	Supports native barcode printing
LK-107 Unicode fonts	Supports native Unicode printing
LK-108 OCR A and B fonts	Supports native OCR A and B font printing
LK-110 v2 Enhanced image support	Generates various file formats incl. DOCX, XLSX and combines LK-102 (encrypted PDF) + LK-105 (searchable PDF/OCR functionality)
LK-111 ThinPrint® Client	Print data compression for reduced network impact
LU-302 Large capacity unit	8.5" x 11", 3,000 sheets / 52-256 gsm
MK-730 Mount kit	Banner paper guide
MK-735 Mount kit	Installation kit for ID card reader
MK-742 Mount kit	Installation kit for FK-515 fax board
OC-511 Original cover	Cover instead of auto document feeder
PC-110 Universal tray (x1)	5.5" x 8.5" to 11" x 17", 500 sheets, 52-256 gsm
PC-210 Universal tray (x2)	5.5" x 8.5" to 11" x 17", 2 x 500 sheets, 52-256 gsm
PC-410 Large capacity tray	8.5" x 11", 2,500 sheets, 52-256 gsm
PK-519 Punch kit for FS-533	2/3-hole punching, autoswitching
PK-520 Punch kit for FS-534	2/3-hole punching, autoswitching
RU-513 Relay unit	Required for the FS-534
SC-508 Security kit	Copy Guard function (2x required when DF-701 is installed)
SK-602 Staple kit	Added stapling functionality kit
SP-501 Stamp unit	Added fax stamp capability kit
UK-212 Wireless LAN	Wireless LAN to network connector
VI-508 Interface kit for IC-416	Fiery controller interface card
WT-506 Working table	Authentication device placement



KONICA MINOLTA

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100 Williams Drive, Ramsey, New Jersey 07446

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Item #: C308SS
7/15 - S



KONICA MINOLTA

Giving Shape to Ideas



Up to 36 ppm print/copy output to keep pace with rising demands
Optional dual scanning at up to 160 originals per minute
Large 9" color display with quick tablet-like touchscreen interface
3rd-party software integration with standard web browser
Built-in Emperon® print system, universal printer drivers
Simitri® HD polymerized toner for high-resolution imaging
Standard 250 GB HDD for on-board document storage
Meets ISO 15408 and IEEE 2600.1 Security standards
Power-saving design with quick recovery from sleep mode
6,650-Sheet maximum capacity, tab printing support, carbon-copy printing
Advanced authentication, secure print release, remote firmware updates
Multiple bypass tray and detachable paper feed trays improve paper handling
Finishing options for 80-page booklet-making
50-sheet stapling, 2/3-hole punch, tri-fold and more
Downloadable apps to help you work faster and smarter
i-Options to add functions for working more efficiently
EPEAT Gold-certified, low power consumption to cut costs
Mobile printing support (AirPrint, Google Cloud Print, NFC)

bizhub C368

COLOR MID-VOLUME MULTIFUNCTION PRINTER

mfp





mfp

bizhub C368

COLOR MID-VOLUME MULTIFUNCTION PRINTER

bizhub C368

Ideal for growing businesses, the bizhub C368 is a powerful, affordable color MFP with superior Simitri HD image quality and fast 36 ppm print/copy output. Optional dual scanning at up to 160 opm brings information into your workflow faster– and enhanced touch-screen simplicity never slows you down.

System Overview

System memory	4 GB
System hard disk	250 GB Standard
Interface	10-BASE-T/100-BASE-TX/1,000-BASE-T Ethernet, USB 2.0
Network protocols	TCP/IP (IPv4/IPv6), SMB, LPD, IPP, SNMP, HTTP, HTTPS
Frame types	Ethernet 802.2, Ethernet 802.3, Ethernet II, Ethernet SNAP
Document feeder (optional)	Up to 100 originals / 5.5" x 8.5" to 11" x 17" / 35-163 gsm Reversing automatic document feeder or dual scan document feeder available
Printable paper size	Scanning/Copying: up to 11" x 17" Printing: up to 11" x 17" full bleed on 12" x 18" paper Custom paper sizes Banner paper max.: 11.75" x 47.25"
Printable paper weight	52-300 gsm
Paper input capacity	Standard: 1,150 sheets / Max.: 6,650 sheets
Tray 1	500 sheets / 5.5" x 8.5" to 11" x 17" / 52-256 gsm
Tray 2	500 sheets / 5.5" x 8.5" to 12" x 18" / 52-256 gsm
Tray 3 (optional)	500 sheets / 5.5" x 8.5" to 11" x 17" / 52-256 gsm
Tray 4 (optional)	2 x 500 sheets / 5.5" x 8.5" to 8.5" x 11" / 52-256 gsm
Large capacity tray LU-302 (optional)	3,000 sheets / 8.5" x 11" / 52-256 gsm
Large capacity tray PC-410 (optional)	2,500 sheets / 8.5" x 11" / 52-256 gsm
Manual bypass	150 sheets / 4" x 6" to 12" x 18" / custom paper sizes / 50-300 gsm
Automatic duplexing	5.5" x 8.5" to 12" x 18" / 52-256 gsm
Finishing modes	Offset, group, sort, punch, half-fold, tri-fold, booklet
Output capacity	Max. with finisher: 3,300 sheets Max. without finisher: 250 sheets
Stapling (optional)	Max.: 50 sheets or 48 sheets + 2 cover sheet (up to 209 gsm)
Stapling output capacity	Max.: 1,000 sheets
Tri-fold (optional)	Up to 3 sheets
Tri-fold capacity	Max.: 30 sheets (tray)
Booklet (optional)	Max.: 20 sheets or 19 sheets + 1 cover sheet (up to 209 gsm)
Booklet output capacity	Max.: 100 sheets (tray)
Copy/print volume	Max.: 125,000 pages/month ¹
Toner lifetime	Black: 28,000 pages / CMY: 26,000 pages
Imaging unit lifetime	Black: 120,000 pages / 600,000 pages (Drum / Developer) CMY: 90,000 pages / 600,000 pages (Drum / Developer)
Power consumption	120 V / 60 Hz, less than 1.5 kW (system)
System dimensions	24.2" x 27" x 31" (W x D x H)
System weight	Approx. 187.39 lb

Copier Specifications

Copying process	Electrostatic laser copy, tandem, indirect
Toner system	Simitri® HD Polymerized Toner
Print speed (8.5" x 11")	B&W / Color: up to 36 ppm (Portrait)
Print speed (11" x 17")	B&W / Color: up to 18 ppm (Portrait)
Autoduplex speed (8.5" x 11")	B&W / Color: up to 36 ppm (Portrait)
1st copy out time	B&W: 5.3 sec. / Color: 6.9 sec.
Warm-up time	Approx. 20 sec. ²
Copy resolution	600 x 600 dpi
Gradations	256 gradations
Multi-copy	1-9,999
Original format	Up to 11" x 17"
Magnification	25-400% in 0.1% steps, auto zooming
Copy functions	Electronic sorting, multi-job, adjustments (contrast, sharpness, image density), proof copy, interrupt mode, color mode, separate scan, sort/group, combination, original selection, ID card copy, 2-in-1, 4-in-1

Printer Specifications

Print resolution	1,800 x 600 dpi, 1,200 x 1,200 dpi
PDL	PCL6 (XL 3.0), PCL5c, PostScript 3 (ver. 3016), XPS
Operating systems	Windows (x32/x64): XP / Vista / 7 / 8 Windows Server (x32/x64): 2003 / 2008 / 2008 R2 ³ / 2012 ³ Macintosh OS X 10.6 or later Linux / Citrix
Printer fonts	80 PCL Latin, 137 PostScript 3
Print functions	Direct Print of PCL, PS, TIFF, XPS, PDF, encrypted PDF files and OOXML (DOCX, XLSX, PPTX), mixmedia and mixplex, "Easy Set" job programming, overlay, watermark, copy protection, carbon copy print

Printer Specifications (Optional)

Print controller	Embedded Fiery IC-416
Memory/HDD	2 GB / 160 GB
PDL	PostScript 3 (ver. 3019) PCL 6/5c
Operating systems	Windows (x32/x64): XP / Vista / 7 / 8 Windows Server (x32/x64): 2003 / 2008 / 2008 R2 ³ / 2012 ³ Macintosh OS X 10.8 or later

Scanner Specifications

Scan speed	B&W / Color: up to 160 ipm with optional DF-704
Scan resolution	Max.: 600 x 600 dpi
Scan modes	Scan-to-Email, Scan-to-SMB, Scan-to-FTP, Scan-to-Box, Scan-to-USB, Scan-to-WebDAV, Scan-to-DPWS, Network TWAIN scan
File formats	JPEG, TIFF, PDF, PDF/A 1a and 1b (optional), compact PDF, encrypted PDF and searchable PDF (optional), XPS, compact XPS, PPTX and searchable PPTX (optional), searchable DOCX/XLSX (optional)
Scan destinations	2,100 (shared with fax), LDAP support
Scan functions	Annotation (text/time/date) for PDF, up to 400 job programs, realtime scan preview

Fax Specifications

Fax	Super G3 (optional)
Transmission	Analog, Internet fax, Color i-Fax, IP-Fax
Resolution	Max.: 600 x 600 dpi (ultra-fine)
Compression	MH, MR, MMR, JBIG
Modem	Up to 33.6 Kbps
Destinations	2,100 (single + group)
Functions	Polling, time shift, PC-fax, receipt to confidential box, receipt to Email/FTP/SMB, up to 400 job programs

User Box Specifications

Storable documents	Max.: 3,000 documents or 10,000 pages
Type of user boxes	Public Personal (with password or authentication) Group (with authentication)
Type of system boxes	Secure print, encrypted PDF, fax receipt, fax polling, annotation
User box functionality	Reprint, combination, download, sending (Email/FTP/SMB and fax), copy box-to-box

System Features

Security	ISO 15408 EAL IEEE 2600.1 IP filtering and port blocking SSL2, SSL3 and TLS1.0 network communication IPsec support IEEE 802.1x support FIPS 140-2 User authentication Authentication log Secure print Hard disk overwrite (8 standard types) Hard disk data encryption (AES 128) Memory data auto deletion Confidential fax receipt, Print user data encryption Copy protection (Copy Guard, Password Copy) optional
Accounting	Up to 1,000 user accounts Active Directory support (user name + password + Email + SMB folder) User function access definition Optional Biometric authentication (finger vein scanner) Optional ID card authentication (ID card reader)
Software	PageScope Net Care Device Manager PageScope Data Administrator PageScope Box Operator PageScope Direct Print Print Status Notifier Driver Packaging Utility Log Management Utility

¹ Maximum monthly duty cycle describes the maximum number of pages a device can output on a monthly basis.
This specification is a guideline intended to offer a comparison of durability as it relates to the entire Konica Minolta
MFP and printer product line so that the appropriate device can be placed in order to meet customer needs

² Warm-up time may vary depending on the operating environment and usage

³ Supports x64 only

Components and Options

AU-102 Biometric authentication	Finger vein scanner
AU-204H Magnetic stripe card reader	Requires WT-506 Working Table
AU-205H Universal ID card reader	Various ID card technologies
AU-211 CA/PIV solution	Requires WT-506 Working Table
EK-608 USB I/F kit	USB keyboard connection
EK-609 USB I/F kit	USB keyboard connection, Bluetooth
DF-629	Reversing automatic document feeder, capacity 100 originals
Document feeder	
DF-704	Dual scan automatic document feeder, capacity 100 originals
Document feeder	
DK-510 Copier desk	Provides storage space for print media and other materials
FK-514 Fax board	Super G3 fax, digital fax functionality
FK-515 Fax board	Super G3 fax, digital fax functionality, lines 3 & 4 support (requires MK-742)
FS-533 Staple finisher	50-sheet stapling, 500 sheets max. output
FS-534 Staple finisher	50-sheet stapling, 3,300 sheets max. output (requires RU-513)
FS-534 + SD-511	50-sheet staple finisher, 20-sheet booklet finisher,
Booklet finisher	3,300 sheets max. output (requires RU-513)
HD-524 Hard disk	Hard disk mirroring, 250 GB
IC-416 Fiery image controller	Embedded image controller for graphics-intensive applications
JS-506 Job separator	Separation for fax output, etc.
KH-102	To place USB keyboard
Keyboard holder	
KP-101 10-Key pad	For use instead of touchscreen
LK-102 v3	PDF/A, PDF encryption, digital signature
PDF enhancements	
LK-104 v3	Provides voice guidance functions
Voice guidance	
LK-105 v4	Searchable PDF
OCR text recognition	
LK-106	Supports native barcode printing
Barcode fonts	
LK-107	Supports native Unicode printing
Unicode fonts	
LK-108	Supports native OCR A and B font printing
OCR A and B fonts	
LK-110 v2 Enhanced image support	Generates various file formats incl. DOCX, XLSX and combines LK-102 (encrypted PDF) + LK-105 (searchable PDF/OCR functionality)
LK-111	Print data compression for reduced network impact
ThinPrint® Client	
LU-302	8.5" x 11", 3,000 sheets / 52-256 gsm
Large capacity unit	
MK-730 Mount kit	Banner paper guide
MK-735 Mount kit	Installation kit for ID card reader
MK-742 Mount kit	Installation kit for FK-515 fax board
OC-511 Original cover	Cover instead of auto document feeder
PC-110	5.5" x 8.5" to 11" x 17", 500 sheets, 52-256 gsm
Universal tray (x1)	
PC-210	5.5" x 8.5" to 11" x 17", 2 x 500 sheets, 52-256 gsm
Universal tray (x2)	
PC-410	8.5" x 11", 2,500 sheets, 52-256 gsm
Large capacity tray	
PK-519 Punch kit for FS-533	2/3-hole punching, autoswitching
PK-520 Punch kit for FS-534	2/3-hole punching, autoswitching
RU-513 Relay unit	Required for the FS-534
SC-508 Security kit	Copy Guard function (2x required when DF-701 is installed)
SK-602 Staple kit	Added stapling functionality kit
SP-501 Stamp unit	Added fax stamp capability kit
UK-212 Wireless LAN	Wireless LAN to network connector
VI-508 Interface kit for IC-416	Fiery controller interface card
WT-506 Working table	Authentication device placement



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Item #: C368SS
7/15 - S



Up to 55 ppm print/copy output to keep pace with rising demands
Standard dual scanning handles up to 240 originals per minute
High capacity 300-sheet document feeder
Large 10.1" color display with quick tablet-like touchscreen interface
Scan-to-email and FTP, scan-to-me, scan-to-home convenience
Built-in Emperon® print system, universal printer drivers
Simitri® HD polymerized toner for high-resolution imaging
Standard 250 GB HDD for on-board document storage
Web browser with 4 GB of memory
ISO 15408 and IEEE 2600.1 Security standards
Power-saving design with quick recovery from sleep mode
6,650-Sheet maximum capacity, tab printing support, carbon-copy printing
Advanced authentication, secure print release, remote firmware updates
Multiple bypass tray and detachable paper feed trays improve paper handling
Finishing options for 80-page booklet-making, up to 100-sheet stapling
Option for 2/3-hole punch, tri-fold, z-fold, post-insertion and more
Downloadable apps to help you work faster and smarter
Multiple i-Options to suit the needs of your workflow
EPEAT Gold-certified, low power consumption to cut costs
Mobile printing support (AirPrint, Google Cloud Print, NFC)

bizhub C558

COLOR MID-VOLUME MULTIFUNCTION PRINTER

mfp



mfp



bizhub C558

COLOR MID-VOLUME MULTIFUNCTION PRINTER

bizhub C558

If your workload is growing, the bizhub C558 is the MFP solution you've been searching for – with 55 ppm print/copy output in superior Simitri HD color or cost-effective B&W. The C558 also offers standard dual scanning at up to 240 opm, 6,650-sheet maximum paper capacity, enhanced touch-and-swipe operation on the large 10.1 inch control panel and full solution integration.

System Overview

System memory	4 GB
System hard disk	250 GB Standard
Interface	10-BASE-T/100-BASE-TX/1,000-BASE-T Ethernet, USB 2.0
Network protocols	TCP/IP (IPv4/IPv6), SMB, LPD, IPP, SNMP, HTTP, HTTPS
Frame types	Ethernet 802.2, Ethernet 802.3, Ethernet II, Ethernet SNAP
Dual scan document feeder	Up to 300 originals / 5.5" x 8.5" to 11" x 17" / 35-210 gsm
Printable paper size	Scanning/Copying: up to 11" x 17" Printing: up to 11" x 17" full bleed on 12" x 18" paper Custom paper sizes Banner paper max.: 11.75" x 47.25"
Printable paper weight	52-300 gsm
Paper input capacity	Standard: 1,150 sheets / Max.: 6,650 sheets
Tray 1	500 sheets / 5.5" x 8.5" to 11" x 17" / 52-256 gsm
Tray 2	500 sheets / 5.5" x 8.5" to 12" x 18" / 52-256 gsm
Tray 3 (optional)	500 sheets / 5.5" x 8.5" to 11" x 17" / 52-256 gsm
Tray 4 (optional)	2 x 500 sheets / 5.5" x 8.5" to 8.5" x 11" / 52-256 gsm
Large capacity tray LU-207 (optional)	2,500 sheets / 8.5" x 11" to 12" x 18" / 52-256 gsm
Large capacity tray LU-302 (optional)	3,000 sheets / 8.5" x 11" / 52-256 gsm
Large capacity tray PC-415 (optional)	2,500 sheets / 8.5" x 11" / 52-256 gsm
Manual bypass	150 sheets / 4" x 6" to 12" x 18" / custom paper sizes / 50-300 gsm
Automatic duplexing	5.5" x 8.5" to 12" x 18" / 52-256 gsm
Finishing modes	Offset, group, sort, staple, punch, half-fold, z-fold, tri-fold, post-insertion, booklet
Output capacity	Max. with finisher: 3,300 sheets Max. without finisher: 250 sheets
Stapling (optional)	Max.: 100 sheets or 94 sheets + 2 cover sheet (up to 209 gsm)
Stapling output capacity	Max.: 1,000 sheets
Tri-fold (optional)	Up to 3 sheets
Tri-fold capacity	Max.: 30 sheets (tray)
Booklet (optional)	Max.: 20 sheets or 19 sheets + 1 cover sheet (up to 209 gsm)
Booklet output capacity	Max.: 100 sheets (tray)
Copy/print volume	Max.: 200,000 pages/month ¹
Toner lifetime	Black: 28,000 pages / CMY: 26,000 pages
Imaging unit lifetime	Black: 145,000 pages / 600,000 pages (Drum / Developer) CMY: 130,000 pages / 600,000 pages (Drum / Developer)
Power consumption	120 V / 60 Hz, less than 0.5 kW (system)
System dimensions	24.2" x 27" x 38" (W x D x H)
System weight	Approx. 242.5 lb

Copier Specifications

Copying process	Electrostatic laser copy, tandem, indirect
Toner system	Simitri® HD Polymerized Toner
Print speed (8.5" x 11")	B&W / Color: up to 55 ppm (Portrait)
Print speed (11" x 17")	B&W / Color: up to 27 ppm (Portrait)
Autoduplex speed (8.5" x 11")	B&W / Color: up to 55 ppm (Portrait)
1st copy out time	B&W: 3.5 sec. / Color: 4.4 sec.
Warm-up time	Approx. 22 sec. ²
Copy resolution	600 x 600 dpi
Gradations	256 gradations
Multi-copy	1-9,999
Original format	Up to 11" x 17"
Magnification	25-400% in 0.1% steps, auto zooming
Copy functions	Electronic sorting, multi-job, adjustments (contrast, sharpness, image density), proof copy, interrupt mode, color mode, separate scan, sort/group, combination, original selection, ID card copy, 2-in-1, 4-in-1

Printer Specifications

Print resolution	1,800 x 600 dpi, 1,200 x 1,200 dpi
PDL	PCL6 (XL 3.0), PCL5e/c, PostScript 3 (ver. 3016), XPS
Operating systems	Windows (x32/x64): XP / Vista / 7 / 8 Windows Server (x32/x64): 2003 / 2008 / 2008 R2 ³ / 2012 ³ Macintosh OS X 10.7 or later Linux / Citrix
Printer fonts	80 PCL Latin, 137 PostScript 3
Print functions	Direct Print of PCL, PS, TIFF, XPS, PDF, encrypted PDF files and OOXML (DOCX, XLSX, PPTX), mixmedia and mixplex, "Easy Set" job programming, overlay, watermark, copy protection, carbon copy print

Printer Specifications (Optional)

Print controller	Embedded Fiery IC-416 (VI-510 required)
Memory/HDD	2 GB / 160 GB
PDL	PostScript 3 (ver. 3019) PCL 6/5c
Operating systems	Windows (x32/x64): XP / Vista / 7 / 8 Windows Server (x32/x64): 2003 / 2008 / 2008 R2 ³ / 2012 ³ Macintosh OS X 10.8 or later

Scanner Specifications

Scan speed	B&W / Color: up to 240 ipm
Scan resolution	Max.: 600 x 600 dpi
Scan modes	Scan-to-Email, Scan-to-SMB, Scan-to-FTP, Scan-to-Box, Scan-to-USB, Scan-to-WebDAV, Scan-to-DPWS, Network TWAIN scan
File formats	JPEG, TIFF, PDF, PDF/A 1a and 1b (optional), compact PDF, encrypted PDF and searchable PDF (optional), XPS, compact XPS, PPTX and searchable PPTX (optional), searchable DOCX/XLSX (optional)
Scan destinations	2,100 (shared with fax), LDAP support
Scan functions	Annotation (text/time/date) for PDF, up to 400 job programs, realtime scan preview

Fax Specifications

Fax	Super G3 (optional)
Transmission	Analog, Internet fax, Color i-Fax, IP-Fax
Resolution	Max.: 600 x 600 dpi (ultra-fine)
Compression	MH, MR, MMR, JBIG
Modem	Up to 33.6 Kbps
Destinations	2,100 (single + group)
Functions	Polling, time shift, PC-fax, receipt to confidential box, receipt to Email/FTP/SMB, up to 400 job programs

User Box Specifications

Storable documents	Max.: 3,000 documents or 10,000 pages
Type of user boxes	Public Personal (with password or authentication) Group (with authentication)
Type of system boxes	Secure print, encrypted PDF, fax receipt, fax polling, annotation
User box functionality	Reprint, combination, download, sending (Email/FTP/SMB and fax), copy box-to-box

System Features

Security	ISO 15408 EAL ⁴
	IEEE 2600.1 ⁴
	IP filtering and port blocking
	SSL2, SSL3 and TLS1.0 network communication
	IPsec support
	IEEE 802.1x support
	FIPS 140-2
	User authentication
	Authentication log
	Secure print
	Hard disk overwrite (8 standard types)
	Hard disk data encryption (AES 128)
	Memory data auto deletion
Accounting	Confidential fax receipt,
	Print user data encryption
	Copy protection (Copy Guard, Password Copy) optional
	Up to 1,000 user accounts
	Active Directory support
Software	(user name + password + Email + SMB folder)
	User function access definition
	Optional Biometric authentication (finger vein scanner)
	Optional ID card authentication (ID card reader)
	PageScope Net Care Device Manager
	PageScope Data Administrator
	PageScope Box Operator
	PageScope Direct Print
	Print Status Notifier
	Driver Packaging Utility
	Log Management Utility

¹ Maximum monthly duty cycle describes the maximum number of pages a device can output on a monthly basis. This specification is a guideline intended to offer a comparison of durability as it relates to the entire Konica Minolta MFP and printer product line so that the appropriate device can be placed in order to meet customer needs

² Warm-up time may vary depending on the operating environment and usage

³ Supports x64 only

⁴Certification pending

Components and Options

AU-102 Biometric authentication	Finger vein scanner
AU-204H Universal ID card reader	Magnetic stripe card reader: requires WT-506 Working table
AU-205H Universal ID card reader*	Various ID card technologies
AU-211 CAC/PIV solution	Requires WT-506 Working Table
EK-608 USB I/F kit	USB keyboard connection
EK-609 USB I/F kit	USB keyboard connection, Bluetooth
DK-510 Copier desk	Provides storage space for print media and other materials
FK-514 Fax board	Super G3 fax, digital fax functionality
FK-515 Fax board	Super G3 fax, digital fax functionality, lines 3 & 4 support (requires MK-742)
FS-533 Staple finisher	50-sheet stapling, 500 sheets max. output
FS-536 Staple finisher	50-sheet stapling, 3,200 sheets max. output
FS-536SD Booklet finisher	50-sheet staple finisher, 20-sheet booklet finisher, 2,500 sheets max. output
FS-537 Staple finisher	100-sheet stapling, 3,200 sheets max. output
FS-537SD Booklet finisher	100-sheet stapling, 20-sheet booklet finisher, 2,500 sheets max. output
HD-524 Hard disk	Backup HDD
IC-416 Fiery image controller	Embedded image controller for graphics-intensive applications
JS-506 Job separator	Separation for fax output, etc.
JS-602 Job separator for FS-537	Separation for fax output, etc.
Keyboard	External keyboard (requires KH-102)
KH-102 Keyboard holder	To place USB keyboard
KP-101 10-Key pad	For use instead of touchscreen
LK-102 v3 PDF enhancements	PDF/A, PDF encryption, digital signature
LK-104 v3 Voice guidance	Provides voice guidance functions
LK-105 v4 OCR text recognition	Searchable PDF
LK-106 Barcode fonts	Supports native barcode printing

Components and Options (Continued)

LK-107 Unicode fonts	Supports native Unicode printing
LK-108 OCR A and B fonts	Supports native OCR A and B font printing
LK-110 v2 Enhanced image support	Generates various file formats incl. DOCX, XLSX and combines LK-102 (encrypted PDF) + LK-105 (searchable PDF/OCR functionality)
LK-111 ThinPrint® Client	Print data compression for reduced network impact
LU-207 Large capacity unit	8.5" x 11" to 12" x 18", 2,500 sheets / 52-256 gsm
LU-302 Large capacity unit	8.5" x 11", 3,000 sheets / 52-256 gsm
MK-730 Mount kit	Banner paper guide
MK-735 Mount kit	Installation kit for ID card reader
MK-742 Mount kit	Installation kit for FK-515 fax board
OT-506 Output tray	Output tray used instead of finisher
PC-115 Universal tray (x1)	5.5" x 8.5" to 11" x 17", 500 sheets, 52-256 gsm
PC-215 Universal tray (x2)	5.5" x 8.5" to 11" x 17", 2 x 500 sheets, 52-256 gsm
PC-415 Large capacity tray	8.5" x 11", 2,500 sheets, 52-256 gsm
PI-507 Post inserter for FS-537	Cover insertion, post finishing
PK-519 Punch kit for FS-533	2/3-hole punching, autoswitching
PK-520 Punch kit for FS-536	2/3-hole punching, autoswitching
PK-523 Punch kit for FS-537	2/3-hole punching, autoswitching
RU-513 Relay unit	Required for FS-537/FS-537SD and FS-536/FS-536SD
SC-508 Security kit	Copy Guard function (2x required)
SK-602 Staple kit	Added stapling functionality kit
SP-501 Stamp unit	Added fax stamp capability kit
UK-212 Wireless LAN	Wireless LAN to network connector
UK-501 Multi-feed detection kit	Detects multi-feeding in the document feeder
VI-510 Interface kit for IC-416	Fiery controller interface card
WT-506 Working table	Authentication device placement
ZU-609 Z-fold unit for FS-537	Z-fold for 11" x 17" prints, 2/3-hole punching

* May not be available at time of launch.



Partnership.

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Enterprise Content Management (ECM)
Document Management
Automated Workflow Solutions
Business Process Automation
Security and Compliance
Mobility
eDiscovery Services

IT Services

Application Services
Cloud Services
IT Security
Managed IT Services
IT Consulting & Projects

Technology

Office Multifunction Business Solutions
Commercial and Production Printers
3D Printers
Wide Format Printers
Laptops, Desktops and Computer Hardware
Servers and Networking Equipment
Managed Print Services (MPS)
Managed Enterprise Services

For complete information on Konica Minolta products and solutions, please visit: CountOnKonicaMinolta.com

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Item #: C558SS
1/17 - S

NOVATECH



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**MANAGED PRINT
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Novatech is your award-winning, Managed IT and Print Services provider offering on-site and remote support of network infrastructure and peripherals in the Atlanta area. We offer FREE consulting services so you may easily choose the exact technology, solutions, accessories and software to meet your needs - within your budget. From Managed IT to state-of-the-art document workflow to copiers and 3D Printer systems, Novatech is truly a solution for any size business.



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- Managed IT Services • Managed Printer Services



Affordable Document Management Solutions

- Capture, manage and share electronic & paper documents.



State-of-the-art Copiers & Multifunction Printers

- Reliable equipment, accessories & software to meet your needs.



Ink, Toner & HP Laser Printer Fulfillment

- Achieve stellar performance in document quality



3D Printing & Rapid Prototyping Solutions

- 3D Printers & Scanners. Print real parts. On demand.



Award-winning service solutions

- Innovative services. Quick response times.

Let the Numbers Do the Talking

In today's bottom-line world, 90 percent of all companies do not track their printing costs. According to Gartner, printing accounts for one to three percent of a company's annual revenue. *Utilizing an earth conscious, budget-minded approach, Novatech's free cost and document work-flow analysis may garner you a 10-30 percent reduction of your printing expenditures. Visit our website: www.Novatech.net or speak with a Business Technology Advisor today!*

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Novatech understands the need for reliable equipment, which is why we provide only the highest quality brands. Take a FREE two-week test drive of the copier of your choice. What a deal!



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Novatech's document management solutions deliver powerful yet easy-to-use applications. Scan, capture, store, route, distribute and archive information quickly, securely and cost effectively to speed your company's workflow and increase productivity.



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eCopy

Novatech Document Solutions

- Easily manage any content – paper, electronic documents, audio & video files
- Securely leverage the cloud for content storage and retrieval
- Easily access web-based content from anywhere
- Leverage mobile as a platform for efficient workforce collaboration
- Automate data extraction to easily capture business critical data
- Create fully-automated business workflows tailored to your specific industry needs
- Implement security safeguards to protect information and mitigate risk
- Improve regulatory compliance - HIPAA and other industry regulations

NOVATECH

Managed Printer Services

Novatech's MPS is a comprehensive solution for one affordable, forecastable monthly payment based on the total you are making.

Pay by the page and save!

- **FREE** Toner & Parts
- **FREE** On-Site Repair
- **FREE** Printer Hardware
- **FREE** Help Desk Support
- **FREE** Reporting & Tracking Tools

**TAME YOUR OFFICE
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Managed IT Services

A Predictable Experience for a Predictable Expense

We design it. Install it. Update it. Manage it. So you can run your business.



From the cable to the cloud, improve your IT performance, better support your users and improve security with Novatech's Managed IT Services.



We designed and implemented many innovative services with your office equipment needs in mind. We stand behind our equipment with state-of-the-art service software and technology - not to mention our highly-trained field staff.

Award-winning SERVICE Solutions



Our innovative online customer service portal eliminates a few of the headaches that can plague your business by enabling you to manage your account via the internet. You can conveniently order contracted supplies, place service calls, and report meters all with a simple click of the mouse!

AUTOMATIC METER REPORTING - If your bizhub equipment is connected to a network with normal security settings, your equipment will automatically report meters via our state-of-the-art meter read solution. Eliminate manual reporting forever and receive errorless invoicing for serviced equipment. This means:

- Complete freedom from having to report meters again
- Elimination of phone calls, faxes and emails requesting meters
- Accurate billing, eliminating the risk of data entry errors
- Faster resolution of machine problems through our ability to receive error reports instantly
- Helpful information on all printers which can aid you in monitoring costs and usage



NOVATRAK

NovaTrak uses GPS technology integrated with call management tools to place our field technicians at calls quickly, with the right information .

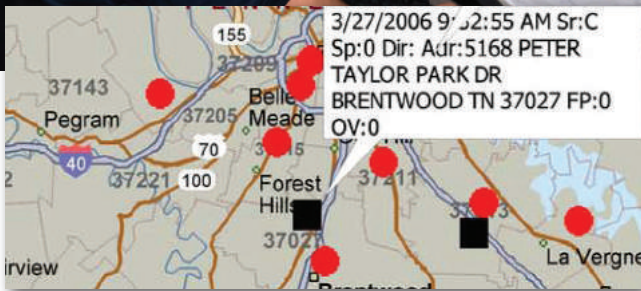
Each of our field technicians are equipped with PDAs that enable real time access to call details, parts status, as well as constant communication with Novatech. This enables our Field Service Coordinators to arrange for the **fastest on-site service possible**.



Our average response time is less than four hours for routine service needs.



For emergency service situations, ask for our **Priority One Service**. When you ask for Priority One Service, our goal is to arrive in your office in just one hour.



Many Printing Issues Solved Without A Service Call

With just a phone call from you, our highly qualified engineers can figure out and troubleshoot issues through shared access to your desktop, eliminating the need for an on-site service call. Here's how it works:

1. After determining remote support may be helpful, you will receive an e-mail with your GoToAssist support number
2. Follow the link in the e-mail to launch your GoToAssist Session
3. You will be prompted to give permission for your service technician access to your desktop, where he (or she) can then assist in solving the problem.



Your Novatech Service Professional

If your business depends on multifunction copiers, dependable service is essential to your operations. Novatech's team of computer-savvy service professionals are skilled in all aspects of copier networking, scanning, printing and maintenance. We equip and train our service professionals in every way possible to deliver you the highest level of support.

Our technicians proactively communicate with you about your equipment to ensure your satisfaction.

We equip our technicians with laptop computers, wireless internet service, and a wide array of special devices for servicing your equipment.

Look closely. You may see the wings on his feet.

These cool cars are really parts warehouses on wheels, enabling us to perform most repairs on the first visit without waiting for parts.

This amazing PDA lets our techs receive service calls, order parts, and stay in touch with you via voice or email.

The PDA is also equipped with GPS tracking. This enables our NovaTrak dispatcher to see the location of every technician in real time on a map.

Our technicians keep an eye on their watch realizing fast response is critical.

Our technicians dress professionally in NovaCopy uniforms to reflect our commitment to excellence.

Car trouble can delay service, so we provide our technicians with first class, reliable vehicles as one of many investments to ensure prompt service.



Pro-Tech Verified



KONICA MINOLTA

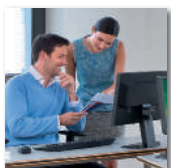


THROUGH DEDICATION
TO SERVICE EXCELLENCE,
NOVATECH HAS EARNED THE
PRO-TECH SERVICE AWARD

The ProTech Service Award recognizes those Konica Minolta dealerships able to demonstrate an exceptional commitment to customer support and satisfaction. To earn this award, Novatech maintains:

- A Professional, customer-oriented service department, management and administration
- Service Response times significantly better than the industry standard
- Preventative maintenance programs and performance reviews to maintain the highest levels of expertise
- Inventory control systems that assure immediate access to replacement parts and components
- Comprehensive training programs and performance reviews to maintain the highest level of expertise
- Highly skilled technical specialists and service personnel trained on your products

The Pro-Tech standard is difficult to achieve and the evaluation process is exhaustive. Every element of service operation is scrutinized and measured. This rigid standard is the very reason is a mark of excellence and an honor.



NOVATECH



Full Spectrum Customer Care

Equipment Installation

Just show us where you want it, and our professional installation team will deliver, set up and customize your new system at your convenience. At your request, we will move your old machine, help you ship it back to a lease company, or discard it.

Free Copier-to-Connectivity Support for 30 Days

Upon delivery, our certified computer network engineers will load print drivers on as many PC's as you wish and will set up scan-to-email at no additional charge. We can also load desktop faxing software and advanced scan utilities on up to five PC's at no additional charge and train your IT staff in this process. After installation, we provide free support on all software we furnished with your machine for 30 days, and can provide additional service afterwards for a per-hour fee.

Priority One Hour Emergency Service

We surpass the competition by providing an average ONE HOUR response time for emergency calls. YOU decide when the situation is an emergency. Just ask for Priority One Service. For non-emergency calls, our average response is two to four business hours.

Take Advantage of Our Training Services

First, we provide free training upon delivery in all aspects of machine operation. Then, we visit your office several times within the first month to make sure all questions are answered and to further assist you in taking full advantage of machine features. We also provide free on-site training at your request. When you add new personnel or decide to implement a machine feature, give us a call, and we'll come to your office to assist you (on basic machine operations, excluding technical computer support).

Convenient Online Support

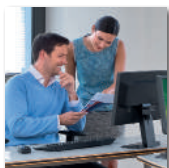
At Novatech we strive to offer our customers maximum convenience through our customer support solutions. From online webchat to your very own E-info customer account center to highly qualified engineers troubleshooting issues through shared desktop access, Novatech has you covered.

Preventative Maintenance, Toner and Supplies Included

We maximize equipment uptime by providing free preventative maintenance service at periodic intervals. We also provide unlimited on-site service as needed with free toner, parts, labour, and mileage. Everything is included, with the exception of paper and staples.

Satisfaction Guaranteed

Your satisfaction is our ultimate goal. If for any reason, any issue needs special attention, call your sales specialist for prompt resolution. If we cannot fix your machine within one day, we will provide a free loaner. Furthermore, if at any time within three years of your original copier installation date you are unsatisfied with your system for any reason, we will install a replacement system at no additional charge.



NOVATECH

Our Customers Speak



"What we've received from Novatech is service that actually has exceeded our expectations. Novatech has allowed us to grow the university copy center and it has allowed us to bring in-house more and more work. They have been a tremendous value to the institution as a whole."

- Russ Orrison
Director of Purchasing



"Novatech has been a true partner. When the need arises they're Johnny-on-the-spot and do a fantastic job of keeping us running and producing materials for our clients. Service has been impeccable."

- John Dawson
Managing Partner



"We love the copier. The quality is amazing! We used to have all these crazy binding machines to create all our sales packages and proposals...but now we get a custom look...right off the printer! Love it!"

- Steve Green
Station Manager



"With our rapid growth, it was imperative to streamline our printer and copier equipment to one nationwide provider. Novatech has been amazing to work with, both for its product offerings and service through the rollout of the partnership. We look forward to many more years of working together."

- Scott Lovejoy
Vice President of Technology Innovation



"With our culture of excellence, we can't afford to stop production on our multi-million dollar projects throughout Middle TN. The same goes for our office workflow. Whether we need full-size construction documents from our KIP wide format printer or fast printing from our copier, Novatech makes it all possible. We can't change the skyline without Novatech."

- Steve Johnson
Chief Financial Officer



"We are extremely pleased with our relationship with Novatech. Our new copier is state of the art, their service is commendable, and they stayed within our budget. I also am impressed with their commitment to the community and the innovative ways they do business."

- Jim Brewer
Owner

At Novatech, we consider each customer a partner in business. To hear from more of our business partners, please visit:

Novatech.net



Inc.
500



Award of Excellence

**Dealer of
the Year**



NATIONAL
**BEST AND
BRIGHTEST**
COMPANIES
TO WORK FOR

"While recognition is an honor,
the greatest award is your business."

- Benny Malicoat, GA Vice President of Sales and Operations

NOVATECH

Take a proposal from Novatech and you be the judge.

Novatech.net 800.264.0637

NOVATECH



Online. On the Phone. In Person.



www.Novatech.net

Customer Service Guide

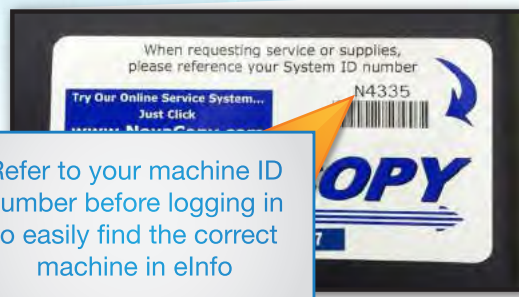
Novatech Customer Service Portal

Novatech provides eInfo, an innovative online site that allows you to easily:

- Schedule a Service Call
- Order Contracted Supplies
- View and Pay Invoices
- Report Meters

To access eInfo, go to: www.Novatech.net and click the “Login” link located on the main menu.

Refer to your machine ID number before logging in to easily find the correct machine in eInfo



If you have not yet received your login credentials, click “New User” and follow the instructions to create your account. Your login information will be e-mailed to you within an hour. For questions regarding your account creation or log in, contact: customercare@NovaCopy.com

Requesting Service

If your equipment is in need of service, please send a Service Request through your customer service account portal by clicking “New Service Call” at the bottom of the service call box.



You will be directed to a form where you will be asked to identify the machine requiring service, and describe the problems you are having with the equipment.

The image shows two overlapping windows. The background window is titled 'Identify the equipment that requires service' and has two radio buttons: 'This IS an equipment existing in the system' (selected) and 'This is NOT an equipment existing in the system'. Below these are fields for 'Equipment: * --Select equipment--', 'Equipment contact: ---', and 'Current location: ---'. An orange arrow points from the 'Equipment' dropdown to the 'Select Equipment' dialog box in the foreground.

The foreground window is titled 'Select Equipment' and contains a table with the following data:

Number	Description	Serial Number	Contact	Location
10503	Kmbs Misc Copier	0PNO11010503	901-388-4637	NOVACOPY INC (011404) 5520 Shelby Oaks Dr Memphis, TN 38134-7315 Service
18564	Hp Lj4100 Printer	USGN18564	901-388-4637	NOVACOPY INC (011404) 5520 Shelby Oaks Dr Memphis, TN 38134-7315 Cotton Technologies
ALEX	Pana DP-C322S1H 32/21 Ppm Color Copier	1234	901-388-4637	NOVACOPY INC (011404) 5520 SHELBY OAKS DR MEMPHIS, TN 38134 Sitesitesitesitesites
ALEX1	Pana DP-6010 60 Cpm Network Digital	123456	901-388-4637	NOVACOPY INC (011404) 5520 Shelby Oaks Dr Memphis, TN 38134-7315 Sitefieldsitefieldsite
ALEX2	Pana DP-6020 60 ppm	5578		NOVACOPY INC (011404)

A 'Cancel' button is located at the bottom right of the 'Select Equipment' dialog.

If the equipment needing service is covered under a service contract, simply click “Select Equipment” to bring up a list of all contracted machines. From here, you can scroll through and find the one you need serviced, or If you know the equipment ID or serial number, you can select the “Search for Equipment” tab and type in the number to pull up the appropriate machine.

The image shows the 'New Service Call' form. The title bar says '— New Service Call —'. The main heading is 'Identify the equipment that requires service'. The 'This is NOT an equipment existing in the system' radio button is selected, indicated by an orange arrow. Below this are input fields for 'Description: * Bizhub', 'Model: C364e', and 'Serial number:'. The next section is 'Enter customer PO number (optional)' with fields for 'Name: Tana Robertson', 'Email: TRobertson@example.com', 'Phone: (615) 577-7677', and 'Customer PO number:'. The final section is 'Enter a description of the problem you are experiencing with the equipment' with a 'Description: * Printing red lines from print job'.

If the equipment needing service is not under contract, click “This is NOT equipment existing in the system”. This will pull up a form where you can enter a description of the machine, as well as the model and serial number if known.

After you have entered your machine information and description of the problem, click “Save” to submit your service call request. This will automatically send an alert to our Field Service Coordinator, who will promptly dispatch a technician to your office. You may check the status of your service call at any time by returning to your service call history.

Ordering Supplies

Novatech offers you the convenience of online ordering for your contracted supplies. To begin, simply login to your elnfo account and click “New Sales Order” at the bottom of the Sales Order box.

Account summary

Active Status
\$0.00 Current balance
\$20,000.00 Credit limit

Invoices

--- Recent (last 30 days)
--- All invoices

History Aging

Sales orders

--- New items
--- Picked items
--- Shipped items (last 30 days)
--- Back ordered items
--- Canceled items
2 Newly submitted orders
--- Orders (last 30 days)
--- All orders

New Sales Order

Service calls

5 Pending
--- Scheduled
--- Dispatched
5 On hold
2 Cleared
57 Invoiced
69 History

New Service Call

Moves

--- Open

MIF

User settings

Logged in as: **Tana Robertson**

Payment Methods Users

Help

You will be directed to the order form where you can begin adding items to your order by clicking “Add Items.” This will pull up a dialogue box that allows you to find items by various methods.

Equipment: Selecting this option will pull up a list of all your Novatech contracted equipment. From here you can click on the desired machine to see a list of compatible items.

Previous Orders: Use this option to search from items you have ordered within the last 30 days.

Searching: This option allows you to quickly find a specific machine, item or past order. Simply select the appropriate category, type in the ID number and click “Go”

Find Items

Find items by:

☐ Equipment
☐ Previous orders (last 30 days)
☒ **Searching**

☒ **By item**
☐ By equipment
☐ By sales order

Find: TN512C Go...

(search by item#, description)

Number	Description	Qty	Unit	Unit Price
TN512C	Tn Mino C454-554 Cyan Tn512c A33k432		EACH	\$169.50

OK Cancel

Bill to

Location: **NOVACOP 5520 SHEL MEMPHIS**

Order information

Ordered by: **Tana Robe**
Ordered by email: **tanarobert**
PO number:

Items included in order

There are no items to display

Add Items...

Once you have located the necessary items, type in your desired quantities and click “OK” to add them to your order. If applicable, type in a PO number and Order Comments. Then, click “Save” to complete your order.

— New Sales Order —

Bill to Location: NOVACOPY INC (011404) 5520 SHELBY OAKS DR MEMPHIS, TN 38134		Ship to Location: NOVACOPY INC (011404) ... 5520 SHELBY OAKS DR MEMPHIS, TN 38134	
--	--	--	--

Order information Ordered by: Tana Robertson Ordered by email: tanarobertson@comcast.net PO number:	Order total Sub total: \$0.00 (Applicable freight and tax will be added) Order comments:
---	---

Items included in order

Item Number	Description	Equipment Number	Qty	Price	Extended Price	
TN321K	Tn Mino C224-364 Black Tn321k A33k130	EQ11068	1	\$0.00	\$0.00	✖
TN321M	Tn Mino C224-364 Magenta Tn321m A33k330	EQ11068	2	\$0.00	\$0.00	✖

Sub total: **\$0.00**

Cancel
 Save

** Many of our service agreements include free supplies, which will show a \$0 price. All pricing is subject to confirmation. If pricing does not appear correct, make a note in the order comments.*

Once you have submitted your order, a confirmation e-mail with the order number will be sent to the e-mail address provided. The order will also appear under your “Newly Submitted Orders.” You can visit this page at any time to check the status of your orders.

Orders ship via UPS ground and typically arrive within 1-2 business days. There is no charge for standard shipping of free contracted supplies. Where applicable, Novatech will add shipping charges not shown on the screen for overnight delivery, or delivery of items not covered under a supplies-inclusive service contract.

Ordering Non-Contracted Supplies

To order supplies for your equipment not covered under a supplies-inclusive contract, visit Novatech.biz. Easily purchase competitively-priced ink and toner as well as many other useful office supplies such as pens, paper, binders, and more!

Novatech.net is the one-stop-shop for everything you need to keep your office running smoothly. Plus, earn NovaRewards on your non-contracted supply orders. Call for a **FREE** quote today! **800.264.0637**



Invoices

To view a summary of account activity for the past 12 months, click “History.” To view individual invoices, click either “Recent” to view invoices from the past 30 days, or “Aging” to view all unpaid invoices.

Account summary
Hold
\$10,501.87
\$10,000.00
 Status
 Current balance
 Credit limit

Sales orders
 --- New items
 --- Picked items
 --- Shipped items (last 30 days)
 --- Back ordered items
 --- Canceled items
 --- Newly submitted orders
 --- Orders (last 30 days)
 --- All orders
 New Sales Order

Service calls
 --- Pending
 --- Scheduled
 --- Dispatched
 --- On hold
 --- Cleared
 12 Invoiced
 12 History
 New Service Call

Moves
 --- Open

MIF

Invoices
 2 Recent (last 30 days)
 13 All invoices
 History Aging

User settings
 Logged in as: Tana Robertson
 Payment Methods Users

eInfo gives you the option of conveniently paying invoices online with a credit card. To schedule a payment, click “Aging” on the main menu and check the box in the **Pay** column for each invoice you want to pay. Then, click the “Pay” button.

— Account Aging —											
Invoices											
Number	Type	Date	Due Date	PO Number	Current	1-30	31-60	61-90	90+	Pay	Status
12645	Invoice	10/15/2013	10/25/2013	---	---	---	---	---	\$3,264.86	☒	Unpaid
17860	Invoice	10/29/2013	11/8/2013	---	---	---	---	\$982.02	---	☐	Unpaid
22773	Invoice	11/6/2013	11/16/2013	---	---	---	---	\$68.00	---	☐	Unpaid
33297	Invoice	11/30/2013	12/10/2013	---	---	---	\$2,037.99	---	---	☐	Unpaid
41853	Invoice	12/19/2013	12/29/2013	---	---	---	\$207.00	---	---	☐	Unpaid
45176	Invoice	12/30/2013	1/9/2014	---	---	\$2,027.23	---	---	---	☐	Unpaid
56450	Invoice	1/23/2014	2/2/2014	---	\$207.00	---	---	---	---	☐	Unpaid
58985	Invoice	1/29/2014	2/8/2014	---	\$1,707.77	---	---	---	---	☐	Unpaid
Total:					\$1,914.77	\$2,027.23	\$2,244.99	\$1,050.02	\$3,264.86		
											Pay: \$3,264.86

*Note: Although you can select to pay multiple invoices at once, each invoice will show up as a separate charge on your credit card account.

The next page allows you to schedule the payment date, and select your method of payment. To change the date you want the payment processed, click on the box next to the “Date” field and select a new date from the calendar. Next, select your preferred method of payment by clicking on the box next to “Method”. After you have selected your method of payment, click the submit button at the top of the page to complete this process. You will be redirected to the scheduled payment page where your payment confirmation number will be provided.

— Payment —

Schedule new payment
 Amount: \$3,264.86
 Date: 1/29/2014
☒ Use existing payment method or add and save a new payment method.
 Method:

*Note: you cannot select a date later than the invoice’s due date. If an invoice is past due or due the same day, you will not be able to change the payment date.

Meter Read Reporting

Option 1. Automatic Meter Reporting ***Preferred***

If your machine is connected to a network with normal security settings that allow outside e-mails to be sent, your machine will automatically report meters. Our safe and secure meter reporting software provides you with complete freedom from having to report meters again, and ensures accurate billing services.

Option 2. E-mail Pagescope Report

If computer network settings established by your company prevent you from using our automatic meter reporting, use your computer and PageScope NetCare to collect meters from multiple networked machines.

- You will need PageScope NetCare installed on one computer. This program is available for free download at: www.Novatech.net/PageScope.
- Launch the NetCare application from your PC, click on the Counter option, and you will see your meters.
- Once you have the meters displayed in NetCare, select, copy and paste the meters to a new e-mail message and send the e-mail to meters@Novatech.net

Refresh	Registered name	Model Name	Total	Color Total	Black Total	Copy Total	Copy Full Color	Copy 2 Color	Copy Mono Color	Copy Black	Print Total	Print Full Color	Print 2 Color	Print B
	10.1.0.18/HP LaserJet 4100 Series	HP LaserJet 4100 Series	308,796											
	10.1.0.30/KONICA MINOLTA bizhub C654	KONICA MINOLTA bizhub C654	149,452	93,532	55,920	25,630	9,577	7	0	16,046	123,818	83,939	9	
	10.1.0.31/KONICA MINOLTA bizhub C754e	KONICA MINOLTA bizhub C754e	56,360	22,601	33,759	35,309	10,178	31	4	25,096	15,619	12,383	5	
	10.1.1.28/hp LaserJet 4250	hp LaserJet 4250	450,525											
	10.1.1.32/KONICA MINOLTA bizhub C654	KONICA MINOLTA bizhub C654	400,119	337,689	62,430	33,458	16,019	1	1	17,437	366,064	321,666	2	
	10.1.1.33/KONICA MINOLTA bizhub PRESS 1250	KONICA MINOLTA bizhub PRESS 1250	4,929		4,929	1,342				1,342	3,587			
	10.1.1.34/KONICA MINOLTA bizhub C364e	KONICA MINOLTA bizhub C364e	11,344	7,176	4,168	4,692	3,034	2	0	1,656	6,581	4,137	0	
	10.1.1.38/KONICA MINOLTA bizhub 363	KONICA MINOLTA bizhub 363	40,172		40,172	9,013				9,013	27,927			
	10.1.1.42/KONICA MINOLTA bizhub C454e	KONICA MINOLTA bizhub C454e	5,447	3,316	2,131	3,984	2,224	2	0	1,758	1,462	1,090	0	
	10.1.1.45/Panasonic DP-190	Panasonic DP-190	93,035											

Go to the Template Assignment dialog.



Option 3. Manual Entry into eInfo:

For machines not connected to your network, you may report meters by manual entry directly on our web site. You can obtain the machine meter reading through visual inspection by pressing "Counter" on the main menu of your bizhub display screen. After making note of your machine's current meters, log into eInfo and click "Meters Due" in the Meters box. You will be directed to a page showing all of your machines due for a meter reading. Contact and machine description information is displayed for each machine along with a table showing the previous meter reading. Enter a meter read for each meter, then click "Submit" to complete the process. **Note: color machines have two meters.*

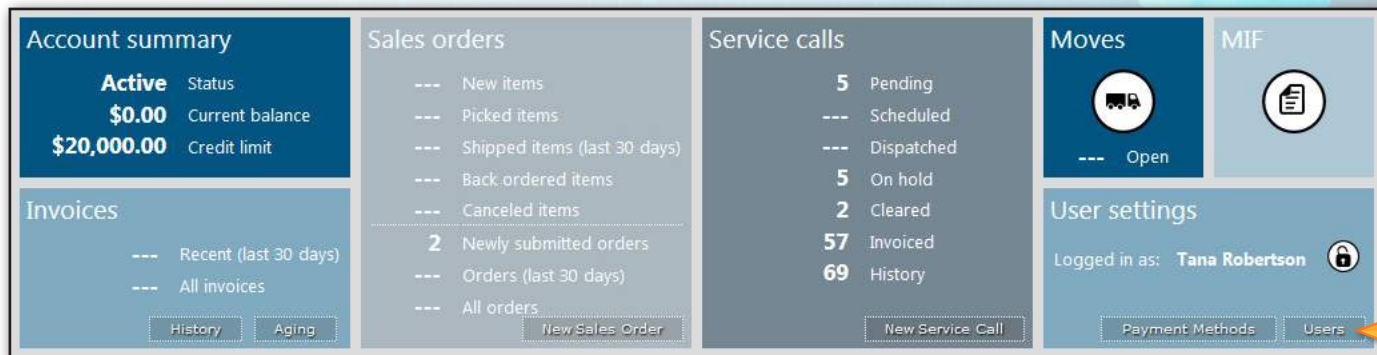
Missed Meter Alerts

We do our best to make meter reporting hassle-free through automatic meter reporting. If for any reason your meters do not report (i.e. your IT department implements settings that block the transmission), you will receive a missed meter alert by e-mail or fax.

If you receive a missed meter alert, please enter meters manually or work with your IT department to reestablish automatic meter reporting.

User Management

Your primary account will have access rights to all parts of eInfo. You may add additional users with limited or full access rights by clicking on “Users” in the User Settings section.



* Note: You must have user management access rights for the “Users” button to display.

You will be directed to the User Management page. From here, you can either edit existing users, or add new ones. To add a new user, click “Add.”



First Name	Last Name	Email	Phone Number	Address	Contact Number
Meter	Contact	DANNY@ABETTERCOURIERINC.COM	---	---	MTR-19811
Meter	Contact	ABRANDON@NOVACOPY.NET	---	---	MTR-20400
Meter	Contact	cameron.rochelle@novacopy.com	---	---	MTR-20715
Meter	Contact	JHOCTOR@NOVACOPY.COM	---	---	MTR-22289
Meter	Contact	---	---	---	MTR-22561
Consuela	Covington	consuela.covington@novacopy.com	(615) 577.7674	15 Lindsley Avenue, Nashville, TN, 37210	CC51
Kristen	Riley	kristen.riley@novacopy.com	---	---	KR23
Chris	Robertson	crobertson@comcast.net	(615) 577.7682	2451 Atrium Way, Nashville, TN, 37214	CR16
Jacob	Robertson	bigtimerush@comcast.net	(615) 577.7682	8890 Sweetthorn Dr, Arlington, TN, 38002	JR51
Todd	Whitney	todd.whitney@novacopy.net	(615) 577.7654	5520 SHELBY OAKS DR , MEMPHIS, TN, 38134	TW34

After being directed to the New User Profile page, first enter general user information including name, e-mail address, phone number, etc. You will then select the eInfo access rights you want them to have.

Equipment: View equipment information (make, model, & serial number)

Sales Orders: Order supplies and view order history

Service Calls: Request new service calls as well as view completed calls

Meter Entry: View meter history & manually enter meters

Account History: View and pay invoices using a credit card

Service History: View the service history

User Management: Add or remove eInfo users and manage access rights

*If your company has multiple locations, you can customize user rights for each branch.

New User Profile

Contact information

First name:

Last name:

Email:

Phone number:

Address

Address:

City:

State:

Zip:

Customer association and web access

Linked	Customer	Address	Equipment	Sales Orders	Service Calls	Meter Entry	Account History	Service History	Order By Category	User Management
☒	011404 - NOVATECH INC	MEMPHIS - 5520 SHELBY OAKS DR.	☐	☐	☒	☒	☐	☐	☒	☐
☐	013267 - Alex Brandon	Arlington - 8890 Sweethorn Dr	☐	☐	☐	☐	☐	☐	☐	☐

Password

New password:

Confirm password:

Once you have filled out the user information, and selected access rights, create a password for the new user, and click "Save." You can edit user information or access rights at any time by returning to the User Management page and clicking on the user name.

To edit your own user information or change your password go to the main page and click on your name. To change your password, check the "Change Password" box. Then, type in your current password and new password in the designated fields and click save.



Novatech Online Chat

At Novatech we strive to offer our customers maximum convenience through online support. To further enhance your customer experience, Novatech has introduced a new online Chat system.

Chat provides you, our customer, with immediate access to our team of knowledgeable Hotline Agents.

Benefits of Novatech's online chat:

- Seek & obtain immediate access to a Hotline Agent
- Ask questions regarding your account
- Inquire about services & solutions
- Multi-task from your office

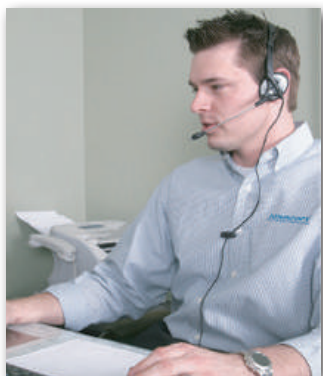
To access online Chat, simply visit any Novatech website and click on the blue tab on the bottom right-hand corner of your screen.

Service Hotline

With just a phone call from you, our highly qualified engineers can figure out and troubleshoot issues through shared access to your desktop, eliminating the need for an on-site service call. Here's how it works:

1. After determining remote support may be helpful, you will receive an e-mail with your GoToAssist support number
2. Follow the link in the e-mail to launch your GoToAssist Session
3. You will be prompted to give permission for your service technician access to your desktop, where he (or she) can then assist in solving the problem.

**Note: this process is safe and secure. All remote access is terminated when you close the GoToAssist session.*



GoToAssist
by **CITRIX**

**Be cautious if you receive unsolicited requests to access your computer.**
Only join support sessions with people you recognize and trust.

Establish Support Connection

Type your name and the Support Key received from your Technician and click Continue to proceed.

Your Name:

Support Key:

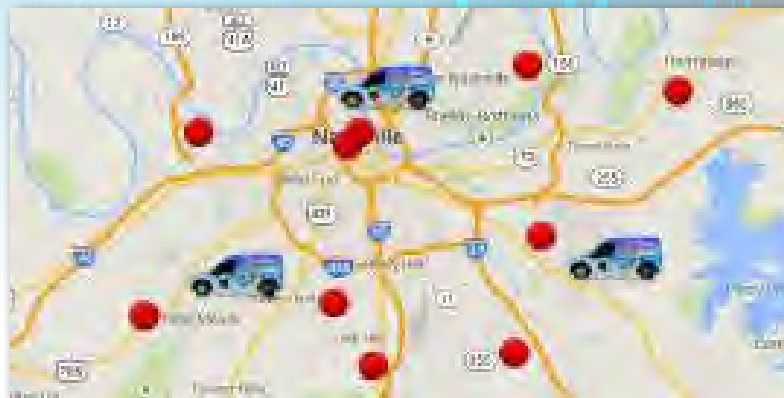
Continue »

 Powered by **GoToAssist**®

Innovative Service Support



With Novatech's state-of-the-art service technology, we'll have you back up and running in no time.



NovaTrak uses GPS technology integrated with eInfo and our service support hotline to place our field technicians at calls quickly, with the right information. Each of our field technicians is equipped with a smartphone that enables real time access to call information and parts status, as well as constant communication to our dispatch center. This enables our Field Service Coordinators to arrange for the fastest on-site service possible.



Our average response time is less than four hours for routine service needs. For emergency service situations ask for our **Priority One Service**. When you ask for Priority One Service, our goal is to arrive in your office within one hour.

Your Service Professional

Novatech's team of computer-savvy service professionals are skilled in all aspects of copier networking, scanning, printing and maintenance. We equip and train our service professionals in every way possible to deliver you the highest level of support in person.

Using the latest technology, our service technicians receive important diagnostic information from your machine directly to their smartphones.

Stay up-to-date on the status of your service call with Novatech's exclusive new Tech2Me app.



Comply with Lease Company Terms

Leases vary, but be sure to comply with lease terms regardless of whether your lease is through Novatech or a 3rd party company

1. Please review all insurance requirements to avoid insurance surcharges. Call your insurance company and have them name the lease company as an additional insured. For CIT, fax that certificate to 1.888.250.2300.
2. Make your payments by the due date. Lease companies expect payment on time and often issue finance charges for late payments.
3. Terminate your lease three months prior to expiration to avoid unwanted renewal periods. Send your termination notice via certified mail.
4. Obtain shipping instructions and make sure all equipment is returned on time.

Novatech will assist you in any way possible with your lease. Just let us know how we can help.

Copier-to-Computer Connectivity Support



Today's copiers are feature-rich multifunction devices that connect to your computer network for printing and scanning. Novatech provides a variety of free and billable computer network support services to help you get maximum benefit from this powerful equipment.

FREE Software Installation Services

Included with the lease or purchase of your equipment are the following free technical support services for the first 30 days after delivery:

- Loading device print drivers on an unlimited number of PC's
- Training users on using print drivers including advanced finishing options
- Assisting users with color adjustments to obtain desired output
- Configuring e-mail systems to work with scanning features
- Configuring the copier to scan to your network
- Customizing the copier control panel to include one touch e-mail and fax number programming.
- Troubleshooting & resolving printing issues related to the device itself or drivers furnished by the manufacturer
- Installing desktop faxing and basic network scanning software on up to five (5) PC's
- Training your network administrator on installing & configuring software such as desktop faxing, network scanning, and system utilities
- Configuring IP addresses to work with your network

Software Technical Services Available for a Service Fee*

The following software support services are available for \$149 per hour:

- Providing Installation services (named above) at any time beyond the 30 day period after initial delivery
- Installing desktop faxing & network scanning software on additional PC's above the initial five PC's
- Troubleshooting software not provided by Novatech, including operating systems and applications
- Removing viruses
- Installing or repairing cabling, PC's, servers or other hardware.
- Troubleshooting network connectivity problems resulting from a defective network hard/software
- Providing installation, training and support services on high-end software solutions supported by Novatech including: Kofax, Sharepoint, NovaFile, Unity, Planet Press, Print Shop Mail, Micropress and Fiery controllers
- Assistance in creating certain jobs, color matching and file troubleshooting

** For on-site software support services, there is a charge of \$149 per hour with a one-hour minimum. Support provided by telephone is also \$149 per hour, but the minimum charge is for ¼ hour, providing immediate and affordable help for computer-related problems.*

Digital Support Services

After the initial 30 days of equipment delivery, all software, phone and technical support not covered by your service agreement incur charges of \$149 per hour. However, for an additional \$10 per month/per machine added to your Service Agreement for the length of your contract(s), you can participate in Novatech's Digital Support Services (DSS). Ask your Customer Relationship Manager for more details.