

# Spare Parts Extended Warranty Program



## Drive more revenue and earn more profit – without increasing risk or costs

Managing the costs associated with service and maintenance contracts can be a risky business. Even if you could calculate the costs of spare part replacement today, you can't be sure what the costs will be tomorrow. These costs can make or break your budget – and your business. But there's a better way!

The Contex Spare Parts Extended Warranty Program gives you an easy way to reduce risk, control costs, and grow your business. Now you can:

- Know your service and maintenance costs upfront
- Increase your profits as a service provider
- Gain a competitive edge by offering more value to your customers

Visit [www.contex.com/serviceprogram](http://www.contex.com/serviceprogram)





**Control your costs and minimize risk**

Know your service and maintenance costs upfront. For a one-time fixed price paid in advance, Contex will replace any part that might fail in a specific scanner for a predefined time period<sup>1</sup>. Purchase policies in one to three year increments, effectively extending the warranty up to five years total from date of scanner sale, and protect your business by reducing the risk of future and unknown spare parts usage and price increases.

**Generate new revenue**

Secure your profits with a new revenue stream. By becoming a service provider and selling maintenance contracts, you can gain profits in a whole new area and protect your product-based business against diminishing profits. Contex gives you an easy and low risk-way to generate new revenue by providing a complete starter kit to help you kick-start your service business. Now you can provide multi-level service contracts, extended warranties and realize profit margins as high as 200% and beyond!



**Attract and keep customers**

Offer more services such as on-site maintenance and extended coverage above factory warranty to new and existing customers and gain a competitive advantage. Keep your current customers by offering them more value as a total solution provider – product and service. Attract new customers by creating your own flexible service offering tailored to your business and the unique needs of your customers. By maintaining local spare parts stock, you can provide timely, quick, onsite repair at a competitive price point.



**Program facts**

- Extended service contracts may be purchased in one-year or three-year increments
- Maximum of three years may be purchased at date of scanner sale to ensure spare parts support
- Two-year factory warranty plus 3 year Spare Parts Extended Warranty Program extends the warranty for a total of 5 years

Partnumber	Description
2898A124	1 year Spare Parts Extended Warranty
2898A125	3 years Spare Parts Extended Warranty



- Order online at [www.contex.com/serviceprogram](http://www.contex.com/serviceprogram)

**Advantages for you**

- A flexible and risk-free extended warranty program specifically for spare parts – the first of its kind in the industry
- Distributors and service vendors gain greater control when establishing warranty contract prices
- Overhead, labor costs and now the parts costs are known upfront, price can be established in a very controlled manner
- New opportunity to generate revenue as a service provider
- Complete start-up kit available to become a service provider
- An easy and low-risk way to become a service provider
- Provide timely, quick, onsite repair at a competitive price
- Hedge against future spare parts price increases
- Secure repeat business and recurring revenue on scanner sales



<sup>1</sup> Consumables such as glass, lamps, white background plates, filters, and calibration sheets are not included.



**Use the starter-kit and kick-start your services business today**

Now you can expand your business while offering Contex customers even more value through better service and support. Start today using these tools and resources available at [www.contex.com/serviceprogram](http://www.contex.com/serviceprogram):

- **ROI calculator** helps you calculate your return on investment on local spare parts stock
- **Business case scenarios** so you can see how much more profit you can make with services
- **Service plan template** to use as inspiration for creating your own customized service plan
- **End-user e-blast** for your installed customer base still on factory warranty
- **End-customer flyer template** – just fill in your text and you have a flyer to market your service offerings to prospects

