REQUESTING SERVICE: CO CLINICAL SUPPORT SERVICE

SHIP TO: CO-WAREHOUSE VAMC

V.A. Medical Center

800 HOSPITAL DR

COLUMBIA, MO 65201

PURCHASE ORDER: 589-B63009

Description	Qty
Sorna FilmX Vertex 20ts System with Starter Package **For medium to heavy production** The system consists of Vertex Server software, unlimited Vertex Client and Vertex IHE Media Importer licenses. Query & Build, Automated DICOM, and System Backup profiles are provided by default. Also included is a pre-configured PC with monitor, Keyboard and mouse. DISC label design software and all necessary cabling are also provided System Starter package includes first year Advanced Exchange Maintenance, 200 pieces of Sorna-Certified white thermal hub-printable CD-R, one CMY color and one transfer ribbons and 200 paper DISC holders.	4
One day on-site installation & training performed by Merry X-Ray	4
Trade of Rimage systems *Seller hereby warrants that it has good and marketable title to the equipment being transferred hereunder, unencumbered by any liens or claims of any third parties, and agrees to indemnify, hold harmless and defend Purchaser against any and all claims or liens of any persons whatsoever, including reasonable attorney's fees in defending any claim or cause of action.* **(3) 22T**	3

OPTIONS

Description	Qty
Sorna Vertex 20ts Year 2 Advanced Exchange Maintenance	1
Sorna Vertex 20ts Years 2 & 3 Advanced Exchange Maintenance	1

Sorna Vertex System – Advanced Exchange Maintenance

This maintenance is an exceptional value for facilities with their own technical staff familiar with the basics of Windows® operation systems, PC hardware and peripherals who utilize Sorna's Partners for on-site or remote Technical Support.

Sorna requires remote access into the Vertex system(s) under this maintenance agreement.

The maintenance consists of three:

1. Technical support – The Partner (the Sorna reseller from whom the end user has purchased the system) must be the party contacting Sorna requesting support.

2. Free software upgrades – At Sorna's requirement, or end users' request and with Partner's approval, new revisions of functionally equivalent software will be made available at no charge.
   a. The labor for upgrading and configuring the new software and possible customer training of the new software is charged at the standard Professional Technical Services rate.
   b. The end-user is responsible for any hardware and or Operating Systems upgrades that may be necessary for upgrading to Vertex.

3. Hardware Advanced Exchange – The following rules apply:
   a. Customer is to contact the Partner as soon as the problem occurs.
   b. If necessary, Partner will contact Sorna Technical Services.
   c. Sorna will attempt to diagnose and resolve the problem remotely with assistance from the customer and Partner's technical staff.
   d. If the problem is not resolved, and it is prior to 12:00 pm Central Time, Sorna will provide a new / refurbished unit to the customer for their installation the next business day*.
   e. Sorna Technical Services personnel must be provided with service diagnostics to validate replacement request.
   f. Customer must return the faulty unit to Sorna within 5-business days at their own expense unless the product is classified as a recall or retrofit.
   g. Customer keeps the replacement unit and Sorna keeps the returned unit.
   h. Routine maintenance exclusions include, but are not limited to:
      i. Changing of ribbons / print cartridges
      ii. Clearing of jams
      iii. Cleaning print-head / ink cartridge and drive(s)

       iv. Print-head / ink cartridge and drive replacements

       v. Malfunctions due to equipment relocations

       vi. Malfunctions caused by misuse or abuse of the system

i. The PC server is maintained under the same rules as above.

  * Units not in stock will be shipped on a commercially reasonable effort basis, typically within 48 hours of order request.