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Rimage Technology Upgrades

*General VAR Announcement
July 7, 2008*

I. Overview

Rimage announces the availability of Technology Upgrades for Producer™, Professional™, DiscLab™, and Desktop series systems.

II. Background

In order to help customers keep pace with the latest hardware and technology developments, Rimage offers a variety of system technology upgrades. Upgrades require professional installation in one of two ways:

- 1. Exchange Upgrade.** To reduce on-site disruption and accommodate mission critical production environments where minimal downtime is necessary, Rimage offers an upgraded system that is shipped from Rimage to the customer's location. For an additional fee a VAR Technician or a Rimage Field Engineer can be scheduled to install the upgraded system and package the current system for shipment back to Rimage.

Exchange Upgrades are the fastest way to upgrade any Rimage system and provide all Rimage VARs the opportunity to expand their business with the sale of installation and upgrade services.

- 2. Factory Upgrade.** System upgrades can also be done here at Rimage. Customers are responsible for shipping their system to Rimage, where one of our experienced, depot repair technicians will upgrade the system. For customers with multiple Rimage Systems, a rotation schedule can be arranged to minimize downtime.

III. Placing Orders

In order to help ensure that Rimage systems are upgraded properly, or able to be upgraded, it is important that Rimage perform an analysis of the customer's present equipment and installation before recommending an upgrade kit or quoting a price. Customers or VARs who are interested in upgrading a system should contact Rimage Inside Sales (1-866-587-5903) with the autoloader, printer and control center serial

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numbers and upgrade requirements. Our Inside Sales Team, in conjunction with Rimage Services, will review the customer's equipment record and quickly and accurately quote the necessary items to complete the upgrade.

Handling upgrade requests in this manner helps ensure that:

1. The customer's system is capable of being upgraded as the customer intends.
2. The customer understands the costs and timelines required and the and options available to complete the system upgrade.
3. Rimage outlines the end-of-service life for the upgraded system.
4. Rimage assists customers by offering additional options and incentives available from the VAR to current Rimage system owners.

IV. Limited Warranty and Maintenance Agreements

Once a system is upgraded, the system and system upgrade are covered by the following return-to-factory Rimage warranties:

- 1-year warranty covers all serialized parts (control centers, recorders, printers)
- 90-day warranty covers all general parts (gears, belts, etc.)

All upgrades and upgraded systems are covered within the customer's Rimage Equipment Maintenance Agreement. After the upgrade is complete, Rimage updates the customer's equipment record to reflect the changes to their Rimage system. Keeping the equipment record up-to-date is important for the customer, as it ensures that the warranty coverage is identified and helps Rimage in fulfilling future service and upgrade requests.

V. Software Requirements

Most upgrade kits require customers to use the most recent version of Rimage Producer™ Suite Software. Customers who have an active Rimage Equipment or Software Maintenance Agreement are able to upgrade immediately, so quoting the upgrade is simple.

Customers who require a software update as part of their upgrade kit installation, but do not have an active Rimage Equipment or Software Maintenance Agreement, will need to purchase Rimage Software Maintenance Renewal. This program renews a customer's software as well as provides a one year Rimage Software Maintenance Agreement for future service needs.



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VI. Additional Information

If you have questions, or require additional information on Rimage Upgrade Kits, please contact Rimage Inside Sales (1-866-587-5903).

VII. Upgrade Kits

The following Rimage Upgrade kits are available as an Exchange Upgrade or a Factory Upgrade. Contact Rimage for pricing, availability, and leadtime.

Producer™ Series Systems

Autostar II (with Dell 1800 control center) or Dual Protégé II (with Dell 1800 control center)

Upgrade four existing recorders to the latest Rimage CD/DVD combination recorders.

Autostar II or Dual Protégé II

Upgrade four existing recorders to the latest Rimage CD/DVD combination recorders. This upgrade includes Dell 690 control center.

Protégé II (with Dell 1800 control center)

Upgrade two existing recorders to the latest Rimage CD/DVD combination recorders.

Protégé II

Upgrade to two existing recorders to the latest Rimage CD/DVD combination recorders. This upgrade includes a Dell 690 control center.

Amigo II

Upgrade an existing recorder to the latest Rimage CD/DVD combination recorder.

Producer II and Producer III

Upgrade an existing Everest II printer to an Everest III printer.

7100, 7100N, 8100, 8100N

Upgrade an existing Everest III printer to an Everest 600 printer.

7100, 7100N, 8100, 8100N

Upgrade one existing combo recorder to a Rimage Blu-Ray Disc™ recorder.

Professional™ Series Systems

DLN5200/DL5200

Upgrade an existing recorder to the latest Rimage CD/DVD combination recorder.

5100N, 5300N

Upgrade an existing Everest III printer to an Everest 600 printer.

5100N, 5300N

Upgrade one existing combo recorder to the latest Rimage Blu-Ray Disc™ recorder.

DiscLab™ Series Systems

DLN5200/DL5200

Upgrade an existing recorder to the latest Rimage CD/DVD combination recorder.

DLN5100

Upgrade an existing recorder to the latest Rimage CD/DVD combination recorder.

Desktop Systems

2000i

Upgrade two existing recorders to the latest Rimage CD/DVD combination recorders.

Standard discounts apply



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