
Fujitsu Scanners Manufacturers Warranty Description

All Fujitsu scanners are sold with a standard 12 month "return to base", or for selected models, "onsite" warranty as listed in the accompanying table.

Service provided is based on an all reasonable endeavors basis, which is dependent upon availability of an engineer, and required parts at the time a call is logged.

The onsite service is based on an 8 hour or next day (between hours of 9am-5pm Monday-Friday excluding public holidays) arrival of a Fujitsu engineer to site, and does not guarantee a fix on that visit.

WARRANTY

1. The warranty period begins from the time of sale to the customer. (please refer to your dealer for further details)
2. The warranty does not cover preventative maintenance, or cost and replacement of consumable items including, but not limited to those listed below:
 - Separator Pads
 - Pick Rollers
 - Brake Rollers
 - Lamps
3. The warranty does not cover parts and labour required as result of mains supply electrical surges, neglect or misuse by the customer, intervention by non qualified service personnel (including modifications not approved by Fujitsu), or water damage and other acts of nature.
4. The warranty does not cover product that has been used beyond the duty cycle, its capabilities or not in accordance with its specifications
5. The warranty covers replacement of any defective part including the cost of fitting, but does not include the labour and material costs associated with all other service within the warranty period. Freight charges for "return to base" support are chargeable to the customer at Fujitsu's current time and materials rate.



Scanner Warranty Table

Model	12 Months Return to Base	12 Months On site	Life Status	How to claim warranty
Desktop Scanners				
S500M	X			Via http://www.fujitsu.com/au/support/scanners/warranty/index.html
Fi-4120C/C2	X		EOL	“ “
Fi-5120C	X			“ “
Fi-5110C/EOX	X			“ “
SP600C	X		EOL	Log a call on 1800 226 347
SP620C	X			“ “
Mid Range Scanners				
M3093EX/GX/DE/DG	X		EOL	“ “
M3096GX	X		EOL	“ “
Fi-4530C	X		EOL	“ “
Fi-4340C	X			“ “
Fi-4640S	X		EOL	“ “
Fi 5530C	X			“ “
Fi-5650C		X		“ “
M4097D		X	EOL	“ “
M4750C		X	EOL	“ “
Fi-5750C		X		“ “
Production Scanners				
M3099EX/GX		X	EOL	“ “
Fi-4860C/C2		X		“ “
Fi-4990C		X	EOL	“ “
M4099D		X		“ “
Fi-5900C		X		“ “

*EOL = End Of Life

Please call our Customer Service line on (02) 9776 4776 for any queries.