

# ASSURANCE PROGRAM

A wide range of Scanner Services from Fujitsu to protect your investment for up to 5 years, helping your business to be productive and competitive.



## Service Descriptions: Mid-Volume Production Scanners, fi-6800 and fi-5950

### On-Site Repair Services

Geared towards business critical support of customers whose scanning is an integral part of their business operations, Fujitsu On-Site Repair Services are focused on fixing your equipment on the first visit.

#### Scope of On-Site Repair Services:

- Visit by a trained technician carrying a scanner specific spare parts kit.
- Equipment repairs performed on your premises.
- Spare Parts, Labour & Travel costs Included.

#### Different service levels are available including:

- Next Business Day Response.
- 8 Hour Response, 8 Hour Fix.
- 4 Hour Response, 4 Hour Fix (upon request).
- See next page for full details and comparisons.

Our unique approach enables the technician to repair any fault on the first visit, meeting or exceeding the service level of the Product Warranty or Service Plan that has been purchased.

### Preventative Maintenance

Warranty and all Service Plans for Mid-Volume Production Scanners Include Preventative Maintenance. This is a proactive service for the product that protects against performance degradation that can result in unscheduled downtime and increased operating costs. Benefits include consistently higher image quality, higher feeding performance, higher recognition rates, lower rescan rates, increased productivity, elimination of unbudgeted costs and prolonged life of the equipment. Preventative Maintenance should be scheduled in advance and before a stoppage to prevent downtime and loss of productivity.

#### Scope of Preventative Maintenance:

Preventative Maintenance comprises of a scheduled visit by a technician to perform the following scope of work:

- Disassembly.
- Deep clean the scanner (removal of staples, paper clips, paper shards, dust, dyes, solvents).
- Lubrication of moving parts.
- Replacement of worn or performance degraded parts.
- Implementation of Engineering Changes and Firmware Updates as appropriate.
- Reassembly.
- Recalibration of optics and light levels.
- Adjustments and tests.

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## Benefits of Services from Fujitsu

### Wide Range of Service Plans:

- To suit different levels of business process criticality and usage.

### Model Specific Spare Parts Kit on every visit:

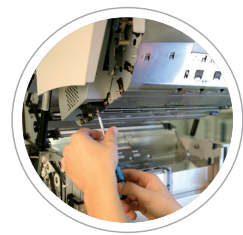
- Enables first visit fix rate in excess of 95%.
- Reduces downtime, productivity loss and operating costs.
- Improves your productivity and your bottom line.

### Includes Preventative Maintenance:

- Maintenance downtime can be scheduled to occur at a time convenient to you.
- Maintains optimum quality and performance.
- Prolongs the life of your equipment.

### Manufacturers Service Program

- Peace of Mind - Trust Fujitsu, a global leader in ICT Products & Services.



## Compare Service Plans: Mid-Volume Production Scanners

Features	Warranty	Bronze	Silver	Gold	Platinum
Service Type	Onsite Service	Onsite Service	Onsite Service	Onsite Service	Onsite Service
Telephone Hotline Support	✓	✓	✓	✓	✓
Online Support	✓	✓	✓	✓	✓
Remote Desktop Support			✓	✓	✓
Visit by Technician with Spare Parts kit	✓	✓	✓	✓	✓
Repairs performed Onsite	✓	✓	✓	✓	✓
Response / Fix times	Next Day Response <sup>4</sup>	Next Day Response <sup>4</sup>	8 Hr + 8 Hr <sup>4</sup>	8 Hr + 8 Hr <sup>4</sup>	8 Hr + 8 Hr <sup>4</sup>
Spare Parts, Labour & Travel Included	✓	✓	✓	✓	✓
Scanner replacement if repair not possible			✓	✓	✓
Preventative Maintenance visits	1 If registered	1 Per Year	1 Per Year	2 Per Year	3 Per Year
Periodic Product Upgrades (During PM)		Firmware	Firmware	Firmware & Hardware	Firmware & Hardware
Accidental Damage Cover					✓
Available for	1 Year <sup>1</sup>	2-5 Years <sup>2</sup>	1-5 Years <sup>2</sup>	1-5 Years <sup>2</sup>	1-5 Years <sup>2</sup>
Renew upon expiry for	See Bronze	1-2 Years <sup>3</sup>	1-2 Years <sup>3</sup>	1-2 Years <sup>3</sup>	1-2 Years <sup>3</sup>

### Applicable Models:

<sup>1</sup> Standard Warranty Included in the purchase price of the product.

<sup>2</sup> 1-5 Year upgrades available on New scanners at time of scanner purchase or within 30 days of purchase, upgrades the warranty.

<sup>3</sup> 1-2 Year renewals available when Warranty or previous Service plan has expired.

<sup>4</sup> Within 3 days response in Estonia, Latvia and Lithuania.

### Definitions:

Onsite Service: The scanner will be repaired by a technician at your premises.

Next Day Response: Technician with a spare parts kit will arrive during business hours between 9am and 5pm, within the next business day and attempt to repair.

8 Hr + 8 Hr: Technician with a spare parts kit will arrive within 8 hours of the fault report and attempt to repair. If repair not possible inside the first 8 hours, Fujitsu will repair the scanner within a further 8 hours or provide a replacement whilst your scanner is repaired.

## Geographic Coverage and Availability

### Enhanced Service Plans Currently Available in:

Austria	Germany	Netherlands	Slovenia
Belgium	Greece	Norway	South Africa
Czech Republic	Hungary	Poland	Spain
Denmark	Italy	Portugal	Sweden
Estonia*	Latvia*	Republic of Ireland	Switzerland
Finland	Lithuania*	Slovakia	United Kingdom
France	Luxembourg		

\*Limitations Apply.



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