

Fujitsu Technical
Assistance Center
(800) 626-4686

TAC is available Monday-Friday (excluding
holidays) 5 a.m. to 5 p.m. PST

Advance Exchange

Service Program Description



The simple, economical, on-site alternative. The Advance Exchange service program is designed to provide a replacement scanner prior to the return of a defective scanner. Advance Exchange is available for all Workgroup, Departmental and Low-Volume scanners (excluding the fi-5750C & fi-6770 Series). Advance Exchange, In-Warranty upgrades the Standard Limited Warranty to 12-months of coverage. Advance Exchange, Post-Warranty is available in the post-warranty period and can be purchased in single or multi-year increments.

Unit Exchange Service — Exchange service includes spare parts, labor and round-trip shipping for verified hardware failures. Service is available across the United States. Service will be provided between 8 a.m. and 5 p.m. PST, Monday through Friday (excluding holidays). Exchange service does not include preventative maintenance, consumables and cleaning materials, troubleshooting of software configuration, applications or set-up. The replacement unit, including packing and shipping instructions, will be shipped directly to Customer prior to Customer shipping the defective scanner back to Fujitsu. The replacement scanner will be delivered the next business day if the replacement order is received before 2:00 p.m. PST (Pacific Standard Time). Otherwise the replacement scanner will be shipped the next business day.

Obtaining Service — In the event of a hardware failure, Technical Assistance Center (TAC) will assist the Customer in resolving the problem over the telephone. Customer must provide TAC with the product model number, part number, serial number and a description of the problem. Customer may be asked to run some simple, self-diagnostic tests and report the resulting status and error code messages. This will assist TAC in determining if the problem is the scanner or another component of Customer's system and if the problem can be resolved over the telephone. After TAC verifies a hardware problem, a service call will be initiated. TAC will issue a Return Material Authorization ("RMA") number and authorize shipment of a replacement unit.

FUJITSU

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Return of Defective Scanner — The defective scanner must be returned to Fujitsu within ten (10) days after receipt of the replacement scanner or Customer will be billed at the current list price of the replacement scanner. The defective product must be returned using the packing and shipping instructions and the box and packaging in which the replacement scanner was shipped. The RMA number must be clearly marked on the outside of the box to ensure proper receipt and credit of your defective scanner.

No Trouble Found / Excluded Returns — If upon inspection of the defective scanner it is determined that the scanner is not defective, Customer will be billed by Fujitsu at the then current "No Trouble Found" (NTF) charge for that scanner. If upon inspection of the defective scanner it is determined that the problem is caused by user maintainable items (consumables), Customer will be billed by Fujitsu at the then current NTF charge for that scanner plus applicable consumables.

Term — The term of this service offering shall be one year from the date of service purchase with activation card or receipt of signed FCPA Service Contract Quotation or Purchase Order.

Warranty — Fujitsu warrants that all services will be performed in a professional manner. See Fujitsu Service Terms and Conditions.

Services Not Covered — Service does not include the following:

- Electrical work external to the product, repair or replacement of product or increased service time required due to casualty, accident, damage, acts of God, transportation, missing parts, neglect, misuse or abuse, operator error, failure of proper management or supervision, unsuitable physical operating environment, use of supplies or accessories not approved by FCPA or its Authorized Service Provider.
- Service in connection with the installation, discontinuance or removal of the product.
- Any service and/or parts replacement resulting from fraud, tampering, misuse or the uses of counterfeit components, assemblies or modules.
- Accessories or missing parts, supplies, consumables and expendable items, or problems caused by those items identified as being the user's responsibility in the Periodic Routine Maintenance chapter of the User's Manual, nor does it cover relocation services, systems engineering services, programming, reinstallation of user operating systems or applications software, reconstruction of data, operational procedures due to any sort of failure to implement the most current software releases.

Please refer to the Limited Warranty and Service Guide for full details of all service programs and warranty at **www.ImagingService.com**.

About Fujitsu Computer Products of America, Inc.

Fujitsu Computer Products of America, Inc., a subsidiary of Fujitsu Ltd., is an established leader in the Document Imaging industry, delivering innovative scanning solutions and services that enable our customers to solve critical business productivity issues and streamline operations. We provide cutting-edge document capture and workflow solutions for business and personal environments, backed by a comprehensive portfolio of service and support programs.

Fujitsu Computer Products of America, Inc.

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