

Fujitsu Scanners Warranty & Support for Production Scanners

For tech support, call 1800-335-918 (Australia) or 0800 * - (* & * (New Zealand)
For consumables, call 1300-55-22-50 (Australia) or 0800 * - (* & * (New Zealand)



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Introduction

Thank you and congratulations on buying a Fujitsu Scanner. This document will explain the standard Fujitsu warranty and support processes.

Fujitsu will provide customers, for the duration of the warranty period, a warranty for each Scanner and its component parts, from the date of delivery to its customer.

Fujitsu Scanners are covered by a comprehensive 12 months “on-site” or “return to base” warranty including both parts and labour. Fujitsu will repair or replace any defect in material or workmanship in the Scanner products provided by Fujitsu Australia Limited or one of their authorised representatives.

Fujitsu Scanning and Imaging Products

Scanner Models	Standard Warranty
Fi-7600*	return to base cover (AUS)
Fi-7600*	on-site repair (NZ)
Fi-7700*	on-site repair
Fi-7900/7800*	on-site repair
Fi-5950*	on-site repair

*and previous model of this product

All Fujitsu scanners must be registered for warranty with Fujitsu **within 7 days** of product delivery via warranty registration website below.

All warranty uplift and upgrades also need to be registered within 30 days of product delivery via the registration website shown above.

On-site Warranty Service:

Using a combination of Fujitsu Field Service engineers and Fujitsu Authorised Service Providers (ASP) within the main metropolitan centres and also in outlying regional centres (non-metro), Fujitsu can offer customers a complete, nationwide end-to-end on-site service delivery.

Fujitsu’s standard and uplift on-site warranties include the cost of labour, travel and spare parts, provided that the Scanner is located **within 50kms(AUS) / 25kms(NZ)** (by road) of a Fujitsu Customer Support Centre. If the product is not located within the radius, a travel charge will be incurred based on the standard Fujitsu Customer Support rates applicable at the time of the service call.

To check for available coverage by area and location, please visit the website below:

<https://batchgeo.com/map/462eebc15fa357f4d5966a1819a6fce8>

Standard base warranty service response will be provided on a “next business day basis”.

Hours of coverage are 9:00 am to 5:00 pm local time (“**Standard Hours**”) Monday through to Friday excluding public holidays in Australia or New Zealand, as applicable (“**Business Day**”).

Service calls logged before 9:00 am will be responded to the same day.

On-site service refers to an on-site visit by a technician if required to investigate a fault and instigate a repair.

Warranty Uplifts:

Upgrades to standard warranty service can be arranged and purchased for Fujitsu Scanners as follows:

	Coverage Days	Mon – Fri	Mon –Fri
	Coverage Hours	09:00 – 17:00	09:00 – 17:00
(NZ / AUS)	Response Time	NBD	4 Hours
Within 25km/50km	Capital Cities	yes	yes
Fujitsu service centre	Regional Centres	yes	yes
Outside 25km/50km	Rural Centre	yes	no
Fujitsu service centre	Remote Centres	yes	no
	Regional Centres	yes	yes

Travel charges apply

Standard warranty periods may be upgraded by additional years to a maximum of 5 years. Specific customised service contracts are available after this time. Please refer to your local Fujitsu Sales Representative or Fujitsu Authorised Reseller for pricing on standard Fujitsu Scanner warranty uplifts. Service calls received outside of the standard hours or uplift hours coverage will be responded to within the agreed Warranty Uplift Service Level. Should a call be placed near to close of uplift standard hours, the response time could extend into the next working day.

Other Maintenance Services

Other levels of maintenance service can be delivered by specific contract with Fujitsu Services. Please refer to your local Fujitsu Sales Representative or Fujitsu Authorised Reseller to discuss any specific maintenance and support needs and to arrange for a quotation.

How to Log a Warranty Call:

For Australia

1800 335 918

For New Zealand

0800 *- (*&*

You will be requested to provide the following information:

- Customer Number (obtained via letter sent from Fujitsu confirming warranty registration)
- Name and address
- Contact telephone number
- Location of equipment
- Product and serial number
- Model, specification and configuration information
- Brief description of the problem (short clear description)

An engineer will be allocated and paged and the equipment repaired on-site. **The initial problem resolution contact maybe on-site or by phone.**

Note: Out of warranty service calls may also be logged and will be billed accordingly.

Warranty Terms and Conditions:

Equipment Warranty

Warranty commences upon the delivery to the customer delivery address OR after installation (if carried out by Fujitsu). For the equipment warranty period, Fujitsu warrants that each item of the scanner product will perform in substantial conformity to its published specifications. If any item of equipment does not perform, Fujitsu will at its option repair or replace such equipment without charge to the customer provided that Fujitsu has been notified of such non-performance prior to the expiry of the warranty support period.

- The warranty does not cover preventative maintenance or cost and replacement of consumable items including but not limited to those listed below:
 - Separator Pads/Rollers
 - Pick Rollers
 - Break Rollers
 - Pad Assembly
 - Print Cartridges
 - Lamps (where applicable)
- The warranty does not cover parts and labour required as a result of mains supply electrical surges, lightning strikes, neglect or misuse by the customer or non qualified persons (including modifications not approved by Fujitsu), water damage and other acts of nature.
- The warranty does not cover product that has been used beyond the duty cycle, its capabilities or not in accordance with its specifications.
- The warranty covers replacement of any defective parts and the cost of fitting the part but does not include the labour and material costs associated with all other service within the warranty period which are chargeable to the customer at Fujitsu’s or authorised contractors’ current time and materials rate.

- The warranty does not cover cleaning.
- The customer must provide proof of purchase when making warranty claims against the Fujitsu warranty.
- Replacement parts provided by Fujitsu during warranty service shall either be new or equivalent to new in performance. All replaced parts shall become the property of Fujitsu (unless specifically excluded by special customer service contract).
- The Fujitsu warranty will be treated as invalid if the equipment has been damaged or rendered defective as a result of:
 - accident, misuse or abuse
 - operated outside the equipment temperature, humidity and electrical power specifications
 - stored or transported outside the equipment temperature and humidity specifications
 - any form of service or interference by anyone other than Fujitsu or a Fujitsu Authorised Service Provider.
 - modification to the hardware and/or software sold by Fujitsu to the purchaser without the written permission of Fujitsu, and
 - the use of parts not manufactured or sold by Fujitsu.
- Fujitsu does not, and will not, provide warranty on any non approved Fujitsu products, either hardware or software, which are not Fujitsu approved products installed by either Fujitsu or a Fujitsu Authorised Service Provider.
- If Fujitsu determines that the equipment is not defective within the terms of the warranty, the customer will pay Fujitsu all costs of handling, transportation, travel, labour and repairs at the standard Fujitsu rates applicable at the time of the service call.
- Other than as stated in this warranty, and apart from any warranty or condition implied by law and which cannot be excluded, all conditions and warranties are excluded to the full extent allowed by law.
- These warranty provisions are subject to any statutory provisions mandatorily imposed by any consumer protection or manufacturers warranties legislation. To the extent Fujitsu is entitled to do so; Fujitsu's liability will be limited at its option to the replacement of a product, the supply of an equivalent product or the repair of a product, or the payment of the cost of doing any of those things.

Consumable parts can be ordered
by calling **1300 55 22 50 (AUS) / 0800 * - (* & * (NZ)**

Time and Materials Charges

Travel: Travel charges will apply for each on-site service call for sites located more than 50Km away from the closest Fujitsu service centre. The charges will be calculated based on the hourly rate charges at the time.

Material: Parts and accessories will be charged at prices effective at the time of the service.

Labour: Labour will be charged at a one hour minimum and then 30-minute (AUS) / 15-minute (NZ) increments at current rate in effect at the time such services are performed. Labour charge is calculated from the job start time (onsite time) to the job completion time. If service is performed outside of 8:00 am – 6:00 pm Monday through Friday, the customer will be charged a four-hour minimum at the current uplifted labour rate.

Privacy rights (Australian customers)

The Privacy Act allows you to access personal information about you held by Fujitsu Australia Limited (ABN 19 001 011 427) ("Fujitsu") and tell Fujitsu if you think any of that information is not accurate, complete or up-to-date. The "Fujitsu Australia Limited Privacy Policy" sets out Fujitsu's policies regarding how it manages personal information. If you wish to arrange access to personal information about you held by Fujitsu, or you to request a copy of the Fujitsu Australia Limited Privacy Policy, please write to: Privacy Officer, Legal Department, Fujitsu Australia Limited, 118 Talavera RD, Macquarie Park, NSW 2113.

Alternatively, visit Fujitsu's web site at "<http://au.fujitsu.com/>" for the Fujitsu Australia Limited Privacy Policy. The personal information we ask you for in connection with the provision of warranty services is required to set up a database of contacts and their support levels selected.

If you do not provide any of the personal information we have asked for, Fujitsu may not be able to provide warranty support due to an inability to confirm your level of support selected, or to make contact with you promptly.

Contact

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E-mail: Fujitsu.direct@au.fujitsu.com
Website: au.fujitsu.com/scanners
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About Fujitsu

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