

(AU) <https://www.fujitsu.com/au/support/scanners/>

(NZ) <https://www.fujitsu.com/nz/support/scanners/>

# FUJITSU SCANNERS MANUFACTURER RETURN TO BASE WARRANTY DESCRIPTION

Fujitsu Desktop Scanners, Entry Level Production Scanners and certain Mid-Range Production Scanners are sold with a standard 12 months "return to base" (RTB) warranty.

Various warranty upgrade options are available - please contact your place of purchase for details.

Certain models contain warranty upgrade offers with the product documentation.

## RETURN TO BASE (RTB) DEFINITION

If the scanner should fail due to a manufacturer's defect within the specified warranty period the scanner should be delivered prepaid to the nearest repair centre as indicated when logging a [RA \(Return Authority\)](#).

The cost of returning the scanner to the repair centre is the responsibility of the customer. If the scanner is deemed to have a manufacturer's defect and is under warranty it will be repaired, fully serviced and returned free of charge to the nominated address, excluding the replacement of consumables.

The customer should ensure that the problem they are experiencing is not related to the host computer, software or other issues such as general cleaning and maintenance or worn consumables. Scanners returned No Fault Found (NFF) will incur handling and return freight charges.

For detailed cleaning and consumable replacement instructions please refer to the appropriate Operator's Manual. If a manual is not available a softcopy can be downloaded for [ScanSnap Series](#) and [fi-Series](#). How to log a scanner service request, download scanner drivers and other useful information can be obtained from [here](#).

## 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/Rollers
  - Pick Rollers
  - Break Rollers
  - Pad Assembly
  - Print Cartridges
  - Lamps ( where applicable)
3. 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.
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 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, or any freight charge for "return to base" support, which are chargeable to the customer at Fujitsu's or an authorised contractor's current time and materials rate.

Consumable parts can be ordered online at [here](#) or by calling 1300 55 22 50 (AU) or 0800 694 626 (NZ)