

# ASSURANCEPROGRAM

## Product Warranty | Terms & Conditions

 Bahrain

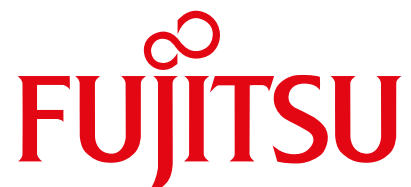
 Kuwait

 Oman

 Qatar

 Saudi Arabia

 U.A.E



## 1. General

Fujitsu document scanners are designed, manufactured, marketed and supported by PFU Limited and its subsidiaries worldwide (hereafter "Fujitsu"). PFU Limited is a Fujitsu group company.

Fujitsu warrants that the product is manufactured from high quality parts that conform to Fujitsu published specifications. They are free from material defects and perform in accordance with their specifications. Fujitsu cannot and does not warrant error free or uninterrupted operation of the product.

## 2. Warranty Period and Validity.

Warranty service is valid from the date of the original purchase of the product by the end user. The validity period of the warranty as indicated in section 5.

Any warranty repair or replacement of the product will not extend the original warranty period.

Alteration, defacing or removal of the product's original factory label containing the product's unique serial number will invalidate the warranty.

## 3. Software.

Software distributed by Fujitsu as part of the product bundle or package is not warranted under this warranty, but is warranted in the End User License Agreement (EULA) of the software. Details of the EULA can be found on the CD-Rom containing the software or can be viewed during the installation of that software.

## 4. Proof Of Purchase & Warranty Registration.

Fujitsu reserves the right not to provide the warranty unless proof of purchase can be provided. The sales receipt or invoice showing the date of purchase, serial number, and product number. Fujitsu provides an online warranty registration service to enable users to register their product(s). If the product is not registered within the first 30 days from purchase, proof of purchase in the form of the sales receipt or invoice showing the date of purchase, serial number and product number will be required to request service under the terms of this warranty. Customers who have registered their product warranty will not be required to provide proof of purchase.

Please visit <http://emea.fujitsu.com/scanners/register> and enter your model and serial number to register and to obtain your certificate of warranty. This site also sets out options for upgrading your product warranty to a Service Plan. These upgraded services can be purchased from the supplier of your Fujitsu product(s). If you opt to take any of these options, you will be able to obtain an amended Certificate of Service, setting out the enhanced terms of your purchased Service Plan.

## 5. Scope of Warranty Service.

Provided that a certificate of warranty has been issued pursuant to an online warranty registration, or satisfactory proof of purchase has been provided, warranty service and technical support will be provided free of charge, as set out in the table below, during the warranty period by Fujitsu and/or Fujitsu approved agents. Fujitsu can be contacted by telephone or by using the online Support Contact form at:

<http://www.fujitsu.com/emea/contact/peripherals/enquiryform/all-in-one-support-form.html>

If the warranty period has expired on the product, or a valid certificate of warranty or satisfactory proof of purchase, showing the product is within its warranty period, cannot be provided, Fujitsu's current service charges will apply to any services provided under this Warranty.

ScanSnap S1300i Scanner – Product Warranty Features	Product Warranty
Online Ticketing System	✓
Advance Exchange Replacement within 7 days	✓
Spare Parts, Labour & Logistics Included (Excludes Consumables)	✓
Warranty Period (from date of product purchase) :	24 Months
ScanSnap iX500 Scanner – Product Warranty Features	Product Warranty
Telephone Hotline Support	✓
Online Ticketing System	✓
Advance Exchange Replacement within 1-2 days	✓
Spare Parts, Labour & Logistics Included (Excludes Consumables)	✓
Warranty Period (from date of product purchase) :	24 Months
ScanSnap S1100i, iX100 and SV600 Scanners – Product Warranty Features	Product Warranty
Telephone Hotline Support	✓
Online Ticketing System	✓
Advance Exchange Replacement within 7 days (S1100i and iX100)	✓
Advance Exchange Replacement within 1-2 days (SV600)	✓
Spare Parts, Labour & Logistics Included (Excludes Consumables)	✓
Warranty Period (from date of product purchase) :	12 Months
Fi-65f Scanner – Product Warranty Features	Product Warranty
Telephone Hotline Support	✓
Online Ticketing System	✓
Advance Exchange Replacement within 1-2 days	✓
Spare Parts, Labour & Logistics Included (Excludes Consumables)	✓
Warranty Period (from date of product purchase) :	12 Months
Workgroup, Departmental & Network Scanner – Product Warranty Features	Product Warranty
Telephone Hotline Support	✓
Online Ticketing System	✓
Advance Exchange Replacement within 1-2 days	✓
Spare Parts, Labour & Travel/Shipping Included (Excludes Consumables)	✓
Warranty Period (from date of product purchase) :	12 Months
Low-Volume Production Scanner – Product Warranty Features	Product Warranty
Telephone Hotline Support	✓
Online Ticketing System	✓
Visit By Engineer carrying Spare Parts Kit: Response/Fix within	NBD Response
Repairs Carried Out On-site	✓
Spare Parts, Labour & Travel Included (Excludes Consumables)	✓
Warranty Period (from date of product purchase) :	12 Months
Mid-Volume Production Scanner – Product Warranty Features	Product Warranty
Telephone Hotline Support	✓
Online Ticketing System	✓
Visit By Engineer carrying Spare Parts Kit: Response/Fix within	NBD Response
Repairs Carried Out On-site	✓
Spare Parts, Labour & Travel Included (Excludes Consumables)	✓
Preventative Maintenance Visits included	1 visit (Requires Registration)
Warranty Period (from date of product purchase) :	12 Months

## 6. Warranty Service Descriptions.

**Advance Exchange Service** – This is applicable only to warranties on ScanSnap, Workgroup, Departmental and Network scanners. The warranty includes spare parts, labour shipping or travel for verified hardware failures. A fully refurbished 'As New' scanner of the same model will be delivered within 1-2 days to the customer's premises (7 days for ScanSnap iX100, S1100i and S1300i). Collection of the customer's defective product will occur at the same time or 1-2 days after the delivery of the replacement scanner. Advance Exchange Service will be provided between 9 am and 5 pm local time, Monday through Friday (excluding holidays). This warranty does not include preventative maintenance, maintenance training, consumables and cleaning materials, on-site troubleshooting of software configuration, applications or set-up.

**On-site Repair Service** – This is applicable to Warranty on Low-Volume and Mid-Volume Production Scanners. The warranty includes spare parts, labour and travel for verified hardware failures. The Qualified Service Technician will arrive within the next business day (NBD) with spare parts and repair the equipment at the customer's premises. Service will be provided between 9 am and 5 pm local time, Monday through Friday (excluding holidays). This warranty does not include preventative maintenance, maintenance training, consumables and cleaning materials, on-site troubleshooting of software configuration, applications or set-up.

For full details of applicable product warranty for each scanner model, please see:

<http://emea.fujitsu.com/scanners/productwarranty>

Fujitsu, or its agent, will repair or replace defective product(s) using genuine replacement parts or by providing a new or "as new" product, depending upon scanner model and at its discretion.

All defective parts and products that are replaced under the terms of this warranty become the property of Fujitsu. Fujitsu reserves the right to remove the product from site to affect a repair

## 7. Warranty Service Exclusions.

Warranty services are excluded for issues for which Fujitsu is not responsible including but not limited to;

- Missing parts, accessories, 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.
- Failure to carry out Periodic Preventive Maintenance or check-ups.
- Faulty Installation unless performed by Fujitsu or a Fujitsu appointed agent.
- Software configuration, software set-up or network configuration issues.
- Neglect, misuse, abuse or over-usage in excess of the duty cycle specified in the User's Manual.
- Abnormal electrical or physical stress or electrical work external to the product.
- Adverse climatic conditions such as high humidity or extremely dusty environments.
- Use of incompatible, faulty or counterfeit consumables or accessories.
- Paper jams and their removal due to the incorrect loading of media or the use of incompatible media; the removal of any paper jam that could have been performed by the user, following the procedures detailed in the operator's guide.
- Damage caused by staples, paper clips or premature wear of consumables caused by contamination from solvents such as glue or chemically treated papers or other media.
- Damage caused chemical cleaning agents not approved by Fujitsu Europe Ltd
- Damage caused by attempted repair or modification by any person not approved by Fujitsu to make such repairs.
- Relocation services, systems engineering services, programming, reinstallation of user operating systems or applications software, reconstruction of date, operational procedures due to any sort of failure to implement the most current software releases.
- Any other damage, whether accidental or deliberate and any causes other than normal use.

Fujitsu reserves the right to apply charges for callouts, repairs and/or replacements that are not covered by the Warranty.

## 8. Cleaning & Daily Care.

To maintain optimum image quality and feeding performance, it is necessary for the scanner operator to clean the product regularly, using the approved cleaning materials and guidelines outlined in the operator's guide. The Warranty does not cover image quality issues or feeding issues that are attributable to cleaning & daily care. In such instances, Fujitsu reserves the right to apply charges for the service.

## 9. Consumable Items.

To maintain optimum performance of your Fujitsu product, consumable kits will need to be purchased to replace consumables that become exhausted through normal use. Fitting of replacement consumables is the responsibility of the customer. Guidelines on how to fit consumables are contained in the operator's guide. The Warranty does not cover the replacement or the fitting of consumables. Replacement consumable kits can be sourced from your point of purchase and we recommend that customers always have a spare set on hand for continuity of operation.

## 10. Periodic Maintenance.

During the life of your scanner product, periodic maintenance (preventative maintenance) by a Qualified Service Technician may be required to ensure continuous scanning operation. Required maintenance frequency varies depending on use. Heavy users or users scanning high ratio's of non-standard paper types (e.g. Carbonless papers – otherwise known as "NCR paper", dyed papers, very rough grade dusty papers or other chemically treated papers) will require maintenance more frequently as these papers typically leave large amounts of residues and dust. These residues and dust deposits can downgrade the performance of the product over time if not removed.

Good indications that your scanner requires maintenance include:

- Sensor alarms/errors (dust build-up preventing sensors from operating).
- Persistent paper jams despite cleaning and consumable change (residue build-up on rollers or dust inside sensors).
- Image quality issues such as lines down image or other artefacts (dust and/or residues on glass or inside optical units).
- Unusual 'Grinding' or 'knocking' noises (severe build-up of residues and dust/toner on rollers and moving parts).

For best performance with standard paper types (80 gsm A4 Fax copier/paper) and providing correct operation and care of the product is performed (as described in the operators guide), we recommend maintenance intervals of:

Product Group	Recommendation
Workgroup, Departmental & Network Scanners	Every 2-3 years or at approx 500k scans, whichever is reached first.
Low-Volume Production Scanners	Every year or at approx 1 million scans, whichever is reached first.
Mid-Volume Production Scanners	Every year or at approx 2 million scans, whichever is reached first.

Customers can purchase Preventative Maintenance in packs of 1,2 and 3 visits as required, depending on their daily scan volumes.

## 11. Limitation of Liability.

Except in the case of death or personal injury caused by Fujitsu's negligence, Fujitsu's liability for damages of any kind will be limited to the price paid for the product(s), its repair or replacement. In no event will Fujitsu be liable for any loss, damage, costs or expenses of any nature whatsoever of any indirect or consequential nature nor for any economic loss or other loss of turnover, profits, business or goodwill. Fujitsu will not be liable for any breach of its obligations under this Warranty as a result of circumstances beyond the reasonable control of Fujitsu, including, but without limitation, fire, flood, terrorism, sabotage, civil insurrection, war, industrial action or disruption to or failure of the internet.

## 12. Geographic Cover.

This Warranty is applicable to products delivered and located within Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Republic of Ireland, Serbia, Slovakia, South Africa, Spain, Sweden, Switzerland and the United Kingdom (supplied by PFU Imaging Solutions Europe Ltd through its distribution channel). This expressly excludes all islands unless directly connected to the road network. Fujitsu will endeavour to affect a repair or replacement within a reasonable time and within the service levels applicable to the grade of warranty, but does not guarantee to do so. Geographic limitations may apply to service levels in some countries.

S1100i and S1300i Warranty is applicable to products delivered and located within Europe, Middle East and Africa (Supplied by PFU Imaging Solutions Europe Ltd through its distribution channel). Geographic limitations may apply to service levels in some countries.

For more information, please check with your local Fujitsu Reseller, or contact your local Fujitsu representative.

## 13. Reseller Warranty.

No reseller is authorised to modify the terms set out in this document; the "Assurance Program Product Warranty Terms and Conditions". Any additional warranty or guarantee offered by a reseller other than the Assurance Program, is the sole responsibility of that reseller.

## 14. Upgrades to the Product Warranty.

Upgraded Service Plans can be sourced from your point of purchase within 30 days of the original scanner purchase date. You may also purchase a Service Plan if your warranty has expired. For details about Bronze, Silver, Gold & Platinum Service Plans and information about geographic cover, please visit:

<http://emea.fujitsu.com/scanners/serviceplans>

If you require help in choosing the right service plan, please contact us at:

<http://emea.fujitsu.com/scanners/serviceadvisor>

## 15. Disclosure of your personal information.

Fujitsu will not disclose your personally identifying information to any third parties other than those who are directly contracted to provide Services to Fujitsu relating to or in connection with this Warranty. Fujitsu processes all personal information in compliance with our Privacy Policy which is available online at <http://www.fujitsu.com/emea/about/fel/privacy.html>. Fujitsu is ISO27001 certified.

## 16. Warranty Revision.

Fujitsu reserves the right to revise the terms and conditions of this warranty.

## 17. Warranty Provider's Registered Office:

PFU Imaging Solutions Europe Ltd  
Hayes Park Central  
Hayes End Road  
Hayes  
Middlesex  
UB4 8FE  
United Kingdom

## 18. Contacting the Technical Assistance Center.

Customers may contact the Technical Assistance Center ("TAC") in two ways. Either by telephone or by using the online support contact form. If you contact the TAC using the online support contact form, you will receive a ticket number by email and a callback. Our aim is to callback within 30-60 minutes. (during business hours).

In the event of a technical problem, TAC will assist the Customer in resolving the problem over the telephone.

- The Customer must provide TAC with contact details along with the product model number, part number, serial number and a description of the problem.
- The Customer may be asked to run some simple, self-diagnostic tests and report the resulting status, error code messages and/or images.
- For issues relating to paper jams or paper feeding, TAC will require the scan count and consumable count.
- Providing this information will assist TAC in determining if the problem is the scanner or another component of the 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.
- Dependant upon the product and applicable grade of warranty, TAC will advise the customer and arrange the service delivery as per the description in section 5.

Fujitsu, or its agent, will repair or replace defective product(s) using genuine replacement parts or by providing a new or "as new" product, depending upon scanner model and at its discretion.

All defective parts and products that are replaced under the terms of the Warranty become the property of Fujitsu. Fujitsu reserves the right to remove the product from site to effect a repair.

## 19. Registration and Contacting Service & Support:

### Product Warranty Registration:

<http://emea.fujitsu.com/scanners/register>

### Technical Assistance Center – Support Contact Form:

<http://www.fujitsu.com/emea/contact/peripherals/enquiryform/all-in-one-support-form.html>

### Technical Assistance Center – Telephone Contact Numbers:

Country	Telephone Number	Language (s)	Opening Hours
 Bahrain	165 48904	Arabic & English	10h-18h, Sat-Thu
 Kuwait	+49 911 895 7882	Arabic & English	10h-18h, Sat-Thu
 Oman	+49 911 895 7882	Arabic & English	11h-19h, Sat-Thu
 Qatar	+49 911 895 7882	Arabic & English	10h-18h, Sat-Thu
 Saudi Arabia	800 844 4468	Arabic & English	10h-18h, Sat-Thu
 U.A.E	8000 4441007	Arabic & English	11h-19h, Sat-Thu

Thank you for choosing Fujitsu.

