



# Fujitsu Service

Fujitsu has been making and servicing the world's most popular scanners for over 23 years. Our service offerings are designed to suit your business and budgetary needs. Based solely in the U.S., the friendly technical support center is staffed with engineers who will either resolve your technical issues immediately or expedite a Field Engineer to your site. We understand your needs and will help you maximize your scanning production.



## U.S. Call Center

- 100% staffed in the United States
- Toll Free Support, 5 to 5 PST M-F, extended for 24/7
- Friendly and knowledgeable engineers
- Nationwide coverage, including Alaska and Hawaii
- Best-in-Class service ratings
- Customer satisfaction rate of 98%
- Contract Priority-Phone for low hold times

## Service Benefits

- Fujitsu authorized technicians
- Improves uptime for scan quotas and deadlines
- Maintenance training for new employees
- Eliminates unbudgeted repairs
- Less expensive than time and materials
- Increases capital equipment longevity
- Serviced equipment scans more pages



# Fujitsu Service Plans

## Which Fujitsu Service Plan fits my needs?

Choose the right level of service based on your scanning needs. If you need more information, please call your Value Added Reseller or Fujitsu at (800) 626-4686, Option 1. We will help you choose the correct coverage today.

### ScanCare for moderate to heavy scanning environments

Includes prescheduled maintenance, a year's supply of cleaning materials and consumables, Next-Business-Day, 4-hour and 24/7 response times.



### Basic for light to moderate scanning environments

On site break/fix coverage, workflow maintenance. Next-Business-Day, 4-hour and 24/7 response times.



### Advance Exchange for light scanning

For scanners weighing less than 50 pounds. Includes next day replacement scanner delivery before 2 PM PST.



### Depot for high security locations

For sites with strict asset control. Includes repair center coverage of spare parts and labor for all hardware errors.



## Purchasable Options

- **Training** – Train your new staff on use of the Fujitsu hardware and software.
- **Installation** – Professional installation of Fujitsu hardware and software.
- **Evaluation** – Trial units available to ensure you have the right solution for your organization.
- **Scan Aid Kits** – All-in-one kit with consumables and cleaning materials.
- **Time and Material** – Repair your non-contract scanner in 3-5 days.

## Non-Fujitsu Scanners

Fujitsu Service provides a single source service solution for non-Fujitsu scanners. Extend our best in class service to your legacy products, making contract renewal a simple process. We are dedicated to extending the life of current scanners until the next budget refresh brings in new Fujitsu equipment.

Service Plans:	ScanCare	Basic	Advance Exchange	Depot
Parts and Labor	Yes	Yes	Yes	Yes
Shipping	Yes	Yes	Yes	Return
Response Options	NBD, 4 HR, 24/7	NBD, 4 HR, 24/7	NBD	5 Day
Maintenance Visits	1 to 3	1	N/A	N/A
Consumables	Yes	N/A	N/A	N/A
Cleaning supplies	Yes	N/A	N/A	N/A
Shipping box & Label	N/A	N/A	Yes	N/A
Non-Fujitsu Scanners	N/A	NBD & 4 HR	N/A	N/A
Coterminous Monthly	N/A	Yes	Yes	Yes



**ScanCare is our premium onsite service that includes consumables, cleaning supplies, and preventive maintenance visits.**

- Automatically scheduled preventative maintenance visits
- Onsite coverage of spare parts, labor, and travel for all hardware errors
- Consumables & Cleaning Supplies for an average year of usage
- Up to three preventive maintenance visits, depending on model
- One, two, and three year contracts with multiyear discounts
- Service available in Next-Business-Day, 4-hour and 24/7 options



**Basic is our break/fix service available for Fujitsu scanners and other manufacturers' scanners.**

- Onsite coverage of spare parts, labor, and travel for all hardware errors
- A singular preventive maintenance visit, automatically scheduled
- Service available in Next-Business-Day, 4-hour and 24/7 options
- One, two, and three year contracts with multiyear discounts
- Month-to-month coterminous contracts to match up uneven renewals
- Non-Fujitsu Scanner service available in Next-Business-Day and 4-hour options



**Advance Exchange replaces scanners the next day with free shipping and boxing materials.**

- Next day replacement scanner delivery for hardware escalations before 2 PM PST.
- Shipping box, packing material, and return shipping label provided.
- One, two, and three year contracts with multiyear discounts
- Month-to-month coterminous contracts to match up uneven renewals



**When security and asset management are paramount, we will repair your scanner at our warehouse and ship it back for free.**

- Repair center coverage of spare parts and labor for all hardware errors.
- Five day return after receipt of scanner.
- Return shipping costs included.

## Fujitsu Computer Products of America, Inc.

1250 East Arques Avenue Sunnyvale, CA 94085-5401 (800) 626-4686 (408) 746-7000

<http://us.fujitsu.com/fcpa> • [info@fcpa.fujitsu.com](mailto:info@fcpa.fujitsu.com)

