

# ASSURANCE PROGRAM

A wide range of Scanner Services from Fujitsu to protect your investment for up to 5 years, helping your business to be productive and competitive.



**Service Descriptions:** Workgroup, Departmental and Network Scanners, fi-5015C, fi-6110, fi-7030, fi-7140, fi-7240, fi-7160, fi-7260, fi-7180, fi-7280, fi-7460, fi-7480, fi-6010N, N7100 and N1800

## On-Site Repair Services

Geared towards business critical support of customers whose scanning is an integral part of their business operations, Fujitsu On-Site Repair Services are focused on fixing your equipment on the first visit.

### Scope of On-Site Repair Services:

- Visit by a trained technician carrying a scanner specific spare parts kit.
- Equipment repairs performed on your premises.
- Spare Parts, Labour & Travel costs Included.

### Different service levels are available including:

- Next Business Day Response.
- 8 Hour Response, 8 Hour Fix.
- 4 Hour Response, 4 Hour Fix (upon request).
- See next page for full details and comparisons.

Our unique approach enables the technician to repair any fault on the first visit, meeting or exceeding the service level of the Product Warranty or Service Plan that has been purchased.

## Advance Exchange

Our Exchange service comprises of rapid permanent replacement of the faulty scanner and includes:

- Delivery of a replacement scanner (becomes customers property).
- Collection of the faulty scanner (becomes property of Fujitsu).
- Two way shipping costs.
- Spare Parts and Labour to repair the faulty scanner.

The replacement product is shipped in a robust shipping carton, complete with scanner specific foam interior to ensure that the replacement scanner arrives undamaged and is ready to go as soon as it arrives. The re-usable shipping carton eliminates damage in transit, whilst significantly cutting down on waste cardboard in our service operation. This helps us reduce our environmental impact.

## Advance Exchange PLUS

For customers who asset tag their devices and require their original tagged scanner returned after repair, we offer Advance Exchange PLUS (Double Exchange). This works exactly the same as Advance Exchange, with the addition of returning your repaired scanner and collecting the temporary scanner. Advance Exchange PLUS includes:

- Delivery of a replacement scanner (temporary loan device).
- Collection of the faulty scanner (returned to the repair centre).
- Delivery of the repaired scanner.
- Collection of the temporary loan device.
- Two way shipping costs (twice).
- Spare Parts and Labour to repair the faulty scanner.

The replacement product is shipped in a robust shipping carton, complete with scanner specific foam interior to ensure that the replacement scanner arrives undamaged and is ready to go as soon as it arrives. The re-usable shipping carton eliminates damage in transit, whilst significantly cutting down on waste cardboard in our service operation. This helps us reduce our environmental impact.

## Benefits of Services from Fujitsu

### Wide Range of Service Plans:

- To suit different levels of business process criticality and usage.

### Model Specific Spare Parts Kit on every visit:

- Enables first visit fix rate in excess of 95%.
- Reduces downtime, productivity loss and operating costs.
- Improves your productivity and your bottom line.

### Manufacturers Service Program

- Peace of Mind - Trust Fujitsu, a global leader in ICT Products & Services.



## Compare Service Plans: Workgroup, Departmental and Network Scanners

Features	Warranty	Bronze	Silver	Gold	Platinum <sup>5</sup>
Service Type	Advance Exchange	Advance Exchange	Advance Exchange +	Onsite Service	Onsite Service
Telephone Hotline Support	✓	✓	✓	✓	✓
Online Support	✓	✓	✓	✓	✓
Remote Desktop Support			✓	✓	✓
Advanced Exchange Product Replacement	Within 1-2 Days <sup>4</sup>	Within 1-2 Days <sup>4</sup>	Within 1-2 Days <sup>4</sup>		
Original Product Returned After Repair			✓		
Visit by a Technician with Spare Parts Kit				✓	✓
Repairs Performed Onsite				✓	✓
Onsite Service Response / Fix Times				8 hour Response <sup>6</sup>	8 hr + 8 hr
Parts, Labour & Shipping / Travel Included	✓	✓	✓	✓	✓
Scanner replacement if repair not possible					✓
Accidental Damage Cover					✓
Available for	1 Year <sup>1</sup>	2-5 Years <sup>2</sup>	1-5 Years <sup>2</sup>	1-5 Years <sup>2</sup>	1-5 Years <sup>2</sup>
Renew upon expiry for	See Bronze	1-2 Years <sup>3</sup>	1-2 Years <sup>3</sup>	1-2 Years <sup>3</sup>	1-2 Years <sup>3</sup>

### Applicable Models:

<sup>1</sup> Standard Warranty Included in the purchase price of the product.

<sup>2</sup> 1-5 Year upgrades available on New scanners at time of scanner purchase or within 30 days of purchase, upgrades the warranty.

<sup>3</sup> 1-2 Year renewals available when Warranty or previous Service plan has expired.

<sup>4</sup> Within 2-3 days in Estonia, Latvia and Lithuania.

<sup>5</sup> Not available in Estonia, Latvia and Lithuania.

<sup>6</sup> Within 3 day response in Estonia, Latvia and Lithuania.



### Definitions:

**Advance Exchange:** The scanner will be permanently replaced with a fully refurbished 'As new' scanner of the same model.

**Advance Exchange+:** The scanner will be temporarily replaced with a fully refurbished 'As new' scanner of the same model. Your scanner will be repaired at the repair centre and delivered back to you afterwards. The temporary scanner will be collected and returned to Fujitsu.

**Onsite Repair:** The scanner will be repaired by a technician at your premises.

**Next Day Response:** Technician with a spare parts kit will arrive during business hours between 9am and 5pm, within the next business day and attempt to repair.

**8 Hr + 8 Hr:** Technician with a spare parts kit will arrive within 8 hours of the fault report and attempt to repair. If repair not possible inside the first 8 hours, Fujitsu will repair the scanner within a further 8 hours or provide a replacement whilst your scanner is repaired.

## Geographic Coverage and Availability

Enhanced Service Plans Currently Available in:

Austria	Germany	Netherlands	Slovenia
Belgium	Greece	Norway	South Africa
Czech Republic	Hungary	Poland	Spain
Denmark	Italy	Portugal	Sweden
Estonia*	Latvia*	Republic of Ireland	Switzerland
Finland	Lithuania*	Slovakia	United Kingdom
France	Luxembourg		



\*Limitations Apply.

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