

# ASSURANCE PROGRAM

Scanner Service from Fujitsu to protect your investment for up to 3 years, helping your business to be productive and competitive.



## Service Descriptions:

SP-1120, SP-1125, SP-1130, SP-1425

### 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.

### Manufacturers Service Program

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

## Compare Service Plans:

SP Series Scanners

Features	Warranty	Bronze
Service Type	Advance Exchange	Advance Exchange
Telephone Hotline Support	✓	✓
Online Support	✓	✓
Advance Exchange Replacement within	Within 1-2 Days <sup>3</sup>	Within 1-2 Days <sup>3</sup>
Spare Parts, Labour & Travel Included	✓	✓
Available for	1 Year <sup>1</sup>	3 Years <sup>2</sup>

#### Applicable Models:

- <sup>1</sup> Standard Warranty Included in the purchase price of the product.
- <sup>2</sup> Upgrade to 3 Years available on new scanners at time of product purchase or within 30 days of purchase, upgrades the warranty.
- <sup>3</sup> Within 3 day response in Lebanon, Iraq, Jordan and Yemen.

#### Definitions:

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

## Geographic Coverage and Availability

Enhanced Service Plans Currently Available in:

Bahrain	Oman
Iraq*	Qatar
Jordan*	Saudi Arabia
Kuwait	United Arab Emirates
Lebanon*	Yemen*

\*Limitations Apply.



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