

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.

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

Applicable Models:

¹ Standard Warranty Included in the purchase price of the product.

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

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

⁴ Not available in Lebanon, Iraq, Jordan and Yemen.

⁵ Within 3-4 days for 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.

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

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:

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

* Limitations apply.



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