Basic On-Site Service

On-site service on your terms
Basic on-site repair service includes spare parts, labor and travel for verified hardware failures. Available nationwide¹, Basic on-site service is performed by a professionally-trained, Fujitsu-authorized Field Service Engineer who knows your scanners inside and out. And we’re ready when you need us. Choose from Next Business Day, 4-hour, or 24/7 response times.²

Professional cleaning to get the most out of your scanners
Each year of Basic service comes with one thorough cleaning³ (two cleanings for certain production-class models) performed by a service engineer or a professionally-trained Authorized Service Provider.

Available for non-Fujitsu brand scanners
Get Fujitsu quality service for other brands, too. Ask us how.

Upgrade to ScanCare for even more benefits, like consumables delivery and user training!
Our very best service program offers everything you need to keep your scanners in top condition. Ask us about maximizing your investment with ScanCare!

¹ Service is available throughout the United States, except certain Hawaiian Islands and areas of Alaska.
² Contract prices vary.³ Replacement consumables not included.
Basic

To initiate service under your contract, please call our US-based Technical Assistance Center at 800.626.4686.

On-site Service — On-site repair service includes spare parts, labor and travel for verified hardware failures. Select Next Business Day (NBD), 4-hour or 24/7 Response time (contract prices vary). Service is available across the United States, except certain Hawaiian Islands and areas of Alaska. On-site service is performed by a Fujitsu Authorized Field Service Engineer (FAFSE), either a Fujitsu employee or professionally trained Authorized Service Provider. Service will be provided between 8 a.m. and 5 p.m. local time, Monday through Friday (excluding holidays). On-site service outside the hours specified above may be available for rates and terms then in effect. Outside of Preventative Maintenance (PM) events, on-site visits do not include preventative maintenance, maintenance training, consumables and cleaning materials, troubleshooting of software configuration, applications or set-up.

Cleaning Event — Each year of Basic service comes with one cleaning (two cleansings for certain Production-class scanners) performed by a FAFSE. A FAFSE schedules an on-site visit to thoroughly clean the scanner. Replacement consumables are not included. Service is provided during regular business hours at a time mutually agreed upon between the FAFSE and the customer within two weeks of initiation.

Non-Fujitsu Scanners — Fujitsu Basic Service provides a single-source service solution on non-Fujitsu scanners. We’re dedicated to extending the life of your current scanners. Available in Next Business Day and 4-hour response times.

Obtaining Service — In the event of a hardware failure, Technical Assistance Center (TAC) will assist the Customer in resolving the problem over the telephone. Customer must provide TAC with the product model number, part number, serial number and a description of the problem. Customer may be asked to run some simple, self-diagnostic tests and report the resulting status and error code messages. This will assist TAC in determining if the problem is the scanner or another component of 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. A service technician will be dispatched to the product location to perform repair service if there are no security, safety or physical requirements that would restrict the service technician’s access to the product.

Response Time - Next Business Day — A FAFSE will arrive onsite by the end of the next business day following the TAC-verified hardware failure.

Response Time - 4-hour — To better serve the needs of customers with business-critical scanning applications, 4-hour Response Time is available for Fujitsu scanners nationwide. Please contact your service sales representative for coverage. If this option is purchased, our goal is to have a FAFSE on-site within 4 business hours following the TAC-verified hardware failure.

Response Time - 24/7 — For the ultimate level of service, the 24/7 Response Time option ensures that on-site service is available 24 hours a day, 7 days a week (excluding holidays) and will be performed within 4 business hours following a TAC verified hardware failure.

Term — The term of this service offering shall be one year from the date of service purchase with activation card or receipt of signed FCPA Service Contract Quotation or Purchase Order.

Warranty — Fujitsu warrants that all services will be performed in a professional manner. See Fujitsu Service Terms and Conditions.

Services Not Covered — Service does not include the following:

- Electrical work external to the product, repair or replacement of product or increased service time required due to casualty, accident, damage, acts of God, transportation, missing parts, neglect, misuse or abuse, operator error, failure of proper management or supervision, unsuitable physical operating environment, use of supplies or accessories not approved by FCPA or its Authorized Service Provider.
- Service in connection with the installation, discontinuance or removal of the product.
- Any service and/or parts replacement resulting from fraud, tampering, misuse or the uses of counterfeit components, assemblies or modules.
- Accessories or missing parts, 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, nor does it cover relocation services, systems engineering services, programming, reconstruction of data, operational procedures due to any sort of failure to implement the most current software releases.