


# Limited Warranty Guide and Service

Fujitsu Imaging Products

 **FUJITSU**

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# I. Limited Warranty Summary

## Limited Warranty Summary for Fujitsu Scanner Products

Locate your specific product model from the list below to identify your Limited Warranty period and applicable service method. For a complete description of the end-user Limited Warranty, please refer to the Limited Warranty and Services Guide for Fujitsu Imaging Products included with the original product packaging.

<b>Model</b>	<b>Limited Warranty Period / Service Method</b>
<b>N7100</b> <b>fi-65F</b> <b>fi-7030</b> <b>SP-1120</b> <b>SP-1130</b> <b>SP-1425</b>	<b>1 Year Depot Service</b>
<b>fi-7140</b> <b>fi-7160</b> <b>fi-7180</b> <b>fi-7240</b> <b>fi-7260</b> <b>fi-7280</b> <b>fi-7300NX</b>	<b>1 Year Advance Exchange Service</b>
<b>Fujitsu powered with Neat Home Office</b>	<b>2 Years Advance Exchange Service</b>
<b>fi-5950</b> <b>fi-6400</b> <b>fi-6800</b> <b>fi-7460</b> <b>fi-7480</b> <b>fi-7600</b> <b>fi-7700</b>	<b>3 Months On-Site Service</b>

To upgrade your standard warranty or to purchase post-warranty support, call your local Fujitsu Authorized Reseller or contact Fujitsu at (800) 626-4686.

# II. Limited Warranty Guide

## **WELCOME**

Congratulations on the purchase of a Fujitsu Imaging Product! Fujitsu Imaging Products are designed to give Fujitsu end users the highest performance and reliability. All Fujitsu Imaging Products are covered by the following Limited Warranty:

## **LIMITED WARRANTY FOR FUJITSU IMAGING PRODUCTS**

Fujitsu Computer Products of America, Inc. ("FCPA") provides the following Limited Warranty on Fujitsu Imaging Products (excluding spare parts and consumables) distributed by FCPA or through FCPA's authorized distribution channels.

FCPA warrants that a Fujitsu Imaging Product, from the time of sale through the Limited Warranty period applicable to the Product, will be free of defects in materials or workmanship and will conform to the performance specifications applicable for the particular Fujitsu Imaging Product.

All Fujitsu Imaging Products are subject to the Warranty Exclusions described below. A Fujitsu Imaging Product found to be defective or which does not conform to the product specifications will be repaired or replaced with new or refurbished product at FCPA's option.

Purchasers may determine the applicable Limited Warranty period for the Fujitsu Imaging Product purchased by calling (800) 626-4686, option 2, by visiting <http://us.fujitsu.com/scanners/warranty> or by reviewing the Limited Warranty Summary Card enclosed with the Fujitsu Imaging Product.

Proof of purchase is required to demonstrate eligibility for warranty service.

## **WARRANTY EXCLUSIONS**

FCPA's Limited Warranty does not apply to a Fujitsu Imaging Product that has been subjected to physical damage after purchase, caused, for example, by casualty, accident, acts of God or transportation, including (a) by a failure to properly package and ship the Imaging Product back to FCPA for warranty service in accordance with FCPA's then current Packaging and Shipping Guidelines, including failure to replace the shipping restraint prior to shipping, or by a failure to remove the shipping restraint prior to use; (b) resulting from the user's installation, system integration, programming, re-installation of user

operating systems or applications software, systems engineering, relocation, reconstruction of data, or removal of the product or any component (including breakage of a connector, cover, glass, pins, or seal); (c) from service, modification or repair not performed by FCPA or a service provider authorized by FCPA or by tampering, use of counterfeit or other non-Fujitsu components, assemblies, accessories, or modules; (d) by misuse, unreasonable handling or maintenance, mistreatment, operator error, failure to provide proper supervision or maintenance including use of cleaning products or other accessories not approved by FCPA or use in contravention of recommended procedures or specifications; (e) by environmental conditions (such as excessive heat or other unsuitable physical operating environment), corrosion, staining, electrical work external to the product or failure to provide electro-static discharge (ESD) protection; (f) by failure to install firmware updates or releases available for the product and (g) by such other supplemental exclusions published from time to time online at <http://us.fujitsu.com/scanners/warranty>, or by calling (800) 626-4686, Option 2.

FCPA provides no Limited Warranty for products purchased from countries other than the United States. Purchasers of products from foreign distribution channels must seek warranty coverage, if any, through the original source of purchase. FCPA provides no Limited Warranty for products that are purchased as part of a third party manufacturer's product, computer system or other electronic device. Any warranty for these products is provided by the OEM (Original Equipment Manufacturer) as part of that manufacturer's product or system.

The replacement product assumes the remainder of the Limited Warranty period applicable to the defective product or thirty (30) days, whichever is longer.

### **Disclaimer and Limitation of Liability**

EXCEPT AS OTHERWISE STATED IN THE LIMITED WARRANTY, FCPA MAKES NO REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO FUJITSU IMAGING PRODUCTS. FCPA DISCLAIMS ANY LIABILITY FOR INDIRECT, CONSEQUENTIAL, PUNITIVE, OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOST DATA, LOST REVENUE, LOST PROFITS, OR REPLACEMENT PRODUCT COSTS ARISING OUT OF THE PURCHASE, USE, OR PERFORMANCE OF FUJITSU IMAGING PRODUCTS, UNDER ANY THEORY OF LIABILITY, EVEN IF FCPA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THIS LIMITATION OR EXCLUSION MAY NOT APPLY TO SOME END USERS. FCPA DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AFTER THE PERIOD OF LIMITED WARRANTY, AND DISCLAIMS ANY IMPLIED WARRANTY ARISING FROM A COURSE OF PERFORMANCE, DEALING, USAGE, OR TRADE PRACTICE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO

SOME PURCHASERS. THIS LIMITED WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS, AND THE PURCHASER MAY HAVE OTHER LEGAL RIGHTS THAT VARY FROM STATE TO STATE. THE PRICE OF PRODUCTS DISTRIBUTED BY FCPA OR ITS AUTHORIZED DEALERS REFLECTS THE ALLOCATION OF RISK ARISING FROM THE WARRANTY EXCLUSIONS AND THIS DISCLAIMER AND LIMITATION OF LIABILITY.

If there is any conflict between other sections of this guidebook and the Limited Warranty, the terms of the Limited Warranty prevail.

## **HOW TO OBTAIN LIMITED WARRANTY SERVICE**

Fujitsu Imaging Products are supplied with Information on unpacking, setup, installation and operation. Careful reading of the manual will answer most of the technical questions the end user might have regarding proper installation, operation and maintenance of the product. However, should additional technical support be required, you may visit our website at:

<http://us.fujitsu.com/scanners/warranty> or contact:

### **FCPA's Technical Assistance Center ("TAC") (800) 626-4686, Option 2**

TAC is available Monday- Friday (excluding FCPA holidays) 5 a.m. to 5 p.m. PST.

Before placing the call, the eligible purchaser should have the Fujitsu Imaging Product model number, part number, serial number and proof of purchase available. The eligible purchaser should also be prepared to provide a description of the problem.

TAC personnel will assist the end user in resolving the problem over the phone. The end user 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 Fujitsu Imaging Product or another component and if the problem can be resolved over the phone. If TAC determines a hardware problem exists that is covered either under the Limited Warranty or a purchased Service Program, a Return Material Authorization Number (RMA) will be assigned as needed, a service request will be initiated and repair or replacement procedures will follow.

## **Packaging and Shipping Guidelines**

Purchaser must ship all warranty returns in careful compliance with the Packaging and Shipping Guidelines. Failure to do so will void the Fujitsu Imaging Product's warranty. FCPA advises the purchaser to keep the original box and packing

materials for storing or shipping. The purchaser must return only the Fujitsu Imaging Product. Prior to shipment, purchaser must remove and retain all “add-on” items, (i.e. adapters, cables, software, manuals, etc.). FCPA accepts no responsibility for these items and they will not be returned with the repaired or replacement Fujitsu Imaging Product. All products should be returned to FCPA in the original shipping container, or an authorized packaging box for the units being returned. Purchaser must install the shipping restraint before the Fujitsu Imaging Product is shipped. When the original packaging is not available, contact FCPA’s Technical Assistance Center (“TAC”) at (800) 626-4686, option 2, for part numbers and replacement packaging ordering information.

### **Product Return Procedure**

Eligible purchasers seeking services for Fujitsu Imaging Products covered under this Limited Warranty must obtain a Return Material Authorization number (“RMA”) by calling (800) 626-4686, option 2, and within ten (10) business days from the date of issuance of the RMA must return the Fujitsu Imaging Product to the address designated in the RMA at the end user’s own expense and risk, in compliance with FCPA’s then current Packaging and Shipping Guidelines.

Any defective products or parts replaced by FCPA become the property of FCPA.

### **Customer Responsibility**

BY REQUESTING SERVICE, THE ELIGIBLE PURCHASER ACKNOWLEDGES THE TERMS OF THE LIMITED WARRANTY, INCLUDING THE DISCLAIMER AND LIMITATION OF LIABILITY PROVISIONS. PRIOR TO SEEKING SERVICE, THE END USER MUST BACK-UP ANY DATA OR FILES THAT MAY BECOME DAMAGED OR LOST. FCPA IS, WITHOUT LIMITATION, NOT RESPONSIBLE FOR LOST OR DAMAGED DATA OR FILES.

### **Disclaimer**

FCPA RESERVES THE RIGHT TO CHANGE AT ANY TIME AND WITHOUT PRIOR NOTICE ANY OF ITS PROCEDURES FOR OBTAINING WARRANTY AS SET FORTH IN THIS DOCUMENT.

### **WARRANTY SERVICE DESCRIPTIONS**

Fujitsu Computer Products of America, Inc. (“FCPA”) offers a range of service programs to support its Limited Warranty and to assist with the use and care of the Fujitsu Imaging Product (“Service Methods”). A Fujitsu Imaging Product represents an important investment. Fujitsu Imaging Products gives the productivity needed to stay competitive. The sudden loss of this productivity, even temporarily, could seriously affect the ability to meet commitments. Downtime can be very expensive, not just in the cost of the repair but also in time lost. To help alleviate these problems,

FCPA may use one of the service methods listed below, depending upon product type, in providing service under its Limited Warranty.

Included with selected Fujitsu Imaging Products is a Limited Warranty Summary Card. The Limited Warranty Summary Card is specific by model. The Limited Warranty Summary Card contains important warranty Information, including the model number and the Limited Warranty. Please refer to the limited Warranty Summary Card to determine the available Service Methods applicable to the particular Fujitsu Imaging Product. If the Limited Warranty Summary Card cannot be located, additional information may be obtained about the product, including updated warranty and service program information and restrictions, online at <http://us.fujitsu.com/scanners/warranty> or by phone at (800) 626-4686, option 2.

To avoid service delays, FCPA urges end users to complete the online warranty registration form at the first opportunity. You may register online at [www.onlineregister.com/fujitsu/](http://www.onlineregister.com/fujitsu/) or by phone at (800) 626-4686, option 2.

FCPA also provides a variety of service programs that may be purchased to assist with the use and care of the Fujitsu Imaging Product. See your Service 360 booklet for additional information.

FCPA is committed to providing its customers with quality, performance, reliability and service under the Limited Warranty

### **On-Site Service**

For selected Fujitsu Imaging Products, and after TAC verifies a hardware problem, a service call will be opened and logged. An FCPA Authorized Field Service Engineer will be dispatched to the product location to perform repair service. If the product is located within the contiguous forty-eight (48) United States, in certain areas of Alaska and Hawaii, and if there are no security, safety or physical requirements that would restrict the Authorized Field Service Engineer's access to the product. For additional information on service areas, please visit our website at: [www.imagingService.com](http://www.imagingService.com). On-Site Service will be provided between the hours of 8 a.m. and 5 p.m. local time, Monday through Friday (excluding FCPA holidays).

### **Advance Exchange**

Advance Exchange Program may be one of the easiest and most comprehensive service offerings in the industry. In the unlikely event of a product defect, for eligible purchasers of certain Fujitsu Imaging Products, FCPA will replace that product within two business days.



The Advanced Exchange Program provides advance replacement on specific failed or broken Fujitsu scanners. To be eligible to take advantage of the Advance Exchange Program, the eligible purchaser must obtain an RMA number, sign an Advance Replacement Agreement and provide a credit card deposit to secure the replacement product. The RMA number should be kept in the event that the status of the replacement product needs to be checked. The eligible purchaser will be asked for the address where the replacement product is to be shipped. The eligible purchaser will also be faxed packing and shipping instructions for the malfunctioning product. The eligible purchaser will then receive a replacement product within 2 business days after the service call initiation and FCPA's receipt of the signed agreement. The malfunctioning product must be received by FCPA within ten (10) days of the end user's receipt of the replacement product or the end user's credit card will be charged the list price of the replacement product.

Shipment of replacement Imaging Product will be made at FCPA's expense and choice of freight carrier. Shipments not made under FCPA's directions and choice of freight carrier may void the Limited Warranty.

Before the product is returned to FCPA, be sure to remove all options and accessories (which include power cord, documentation, etc.) that are not covered by the Limited Warranty. The box and packaging in which the replacement product was shipped must be used to return the malfunctioning product. If the malfunctioning product is not returned in the box and packaging in which the replacement product was shipped the Limited Warranty may be voided. The Return Material Authorization Number ("RMA") must be clearly marked on the outside of the box to ensure proper receipt and credit of the defective product.

### **Depot Service**

If the Fujitsu Imaging Product is not eligible for Advance Exchange or On-Site Service, an eligible purchaser may utilize our Depot Repair Service. The eligible purchaser will be instructed to ship the product to the nearest authorized Depot Repair Center. Product must be shipped at the eligible purchaser's risk and expense to the repair center. Before the product is returned to the repair center, be sure to remove all options and accessories (which include power cord, documentation, etc.) not covered by the Limited Warranty. All products should be returned to FCPA in the original shipping container, or in a recommended packing box. The Fujitsu Imaging Product must have the shipping restraint installed before it is shipped. When the original packaging is not available, contact FCPA's Technical Assistance Center ("TAC") at (800) 626-4686, option 2, for ordering information. Eligible purchasers seeking services for Fujitsu Imaging Products must

obtain a Return Material Authorization number (“RMA”) by calling (800) 626-4686, option 2, and within ten (10) business days from the date of issuance of the RMA must return the Fujitsu Imaging Product to the address designated in the RMA at the end user’s own expense and risk, in accordance with FCPA’s then current Packaging and Shipping Guidelines. The Return Material Authorization Number (“RMA”) must be clearly marked on the outside of the box to ensure proper receipt and credit of the defective product. Upon receipt of the product, the repair center will repair product within ten (10) business days. The repaired product will be shipped back two-day express mail at no expense to the eligible purchaser.

### **Important Restrictions**

**Eligibility:** The Advance Exchange Program and the Depot Service are available to eligible purchasers in the fifty (50) United States, and On-Site Service is available in the contiguous forty-eight (48) states and in certain areas of Alaska and Hawaii for products purchased from authorized distributors of FCPA. The Fujitsu Imaging Product will be ineligible for any service under warranty if the product falls under any of FCPA’s then-current Warranty Exclusions, including a purchaser’s failure to return defective products to FCPA in compliance with FCPA’s then current Packaging and Shipping Guidelines. Persons are only considered “eligible purchasers” or “end users” if they originally purchased the Fujitsu Imaging Product for their own personal or business use, and not for resale.

**Consumables:** Consumables are items that wear out under normal use and must be replaced by the end user as needed. Consumables, supplies, other expendable items and those items identified as being the user’s responsibility in the Operator’s Guide, Cleaning and Maintenance Guide or Reference Manual are not covered under the Limited Warranty.

If any of the above excluded parts or services are required, they may be available through an authorized service provider at their hourly rates and at terms then in effect.

Any defective products or parts replaced by FCPA become the property of FCPA.

## III. Service 360

### We've got you covered from every angle

At Fujitsu, we offer a vast array of services and extended warranty programs to help you get the most from your scanning investment. From on-site, depot, unit replacement and supplementary services to consumable kits, Fujitsu has a service program to fit your needs. Some benefits of a service agreement include:



### BUDGET CONTROL

**The best protection against out-of-pocket repair costs** – Equipment that is well maintained provides trouble-free service, so it makes sense to protect it. All service is performed by our highly trained technicians who do more than just fix the problem at hand; they also solve potential problems before they become expensive repairs and inspect your system to ensure peak performance... saving you time and money!

### VALUE

**Service Agreements make sense** – At Fujitsu, we also want to make sure that you are getting your money's worth from your purchase. With ScanCare, you will be contacted at scheduled intervals based on your particular scanner model for your preventative maintenance visit(s). If however, you would like a custom schedule, simply notify our technical assistance center of your preferred service dates.

### FLEXIBILITY

**Select a packaged service or create your own** – We offer **Basic** on-site service that includes parts, labor and travel. Or, you may consider upgrading to ScanCare for the most thorough coverage available. **ScanCare** includes our Basic service plus preventative maintenance visit(s), consumables and cleaning supplies and operator instruction covering regular maintenance. Basic and ScanCare is available with either Next Business Day, 4 hour or 24/7 response time. If you prefer an on-site alternative, we offer **Advance Exchange** overnight unit replacement or **Depot** 5-day unit repair (available on most models). To create a custom service program, consider adding one of the following options to our packaged services listed above: **Single-Event PM** (preventative maintenance), **Co-Term Basic** monthly service (sold in conjunction with year contracts to synchronize multiple units/installations), **Installation**, **Training** or a **ScanAid** consumables kit.

## **DEPENDABILITY**

Prompt, reliable service, the cornerstone on which our business and our reputation are built—At Fujitsu, we have built a reputation of trust by providing our customers with the ultimate in service and dependability. As the manufacturer, we recognize the importance of providing the old-fashioned, personalized service you deserve and the state-of-the-art products you demand. Our goal is to be responsive to your needs... whether it's for routine maintenance or an unexpected repair!

## **PRODUCTIVITY**

**Comprehensive Mobile Parts Inventory** – Each service vehicle is stocked with an extensive parts inventory to ensure that we can fix the vast majority of problems when we get to your place of business... avoiding unnecessary callbacks. We install only genuine Fujitsu parts and consumables that have been thoroughly tested for safety and durability

## **EXPERIENCE**

**Professionally Trained and Experienced Personnel** – The majority of service is delivered by our own uniformed, factory-trained personnel whose imaging expertise is among the best in the industry. As the manufacturer, we provide a level of service second to none. Our technicians will work quickly and carefully—keeping your place of business as clean as if it were their own.

## **DELIVERY**

**Service performance is more than just response time** – We know time is money. At Fujitsu, we measure our service level performance from the time you call to the time you're scanner is back up and running. Response time is important, but it's only half of the service equation.

## **PRIORITY**

**Technical Support and on-site arrival** – All contract customers bypass call queues to a dedicated imaging specialist. Likewise, on-site contract visits receive priority over other calls.

A Fujitsu service program is one way of ensuring that your system is in top condition and performing efficiently. Remember the days of the full-service gas station, that's how we deliver service to our valued customers like you. Our friendly service engineer will not only fix your immediate problem—we inspect and address potential problems before they cause downtime. Protect your investment with Fujitsu service and support. No one knows Fujitsu scanners better than Fujitsu.



## Fujitsu Service

### **Protect Your Investment**

Your Fujitsu scanner represents an important investment and is at the heart of your document imaging system. The sudden loss of productivity, even temporarily, could seriously affect your ability to meet your commitments. How much would it cost to have equipment and employees idle? What is the cost of downtime to your business? When you consider the costs of downtime, loss of equipment use, and risk of losing customers due to missed deadlines, Fujitsu service agreements are a worthwhile investment.

Service agreements protect you from the expense of repair in the event of equipment failure and improve overall productivity. Repair costs continue to rise. Because of today's constantly changing technology, repairs are often more complex. A service agreement will cover the unexpected expense of costly repairs and give you peace of mind. We recognize there are many firms offering to service your Fujitsu scanner. Fujitsu would like you to know that we foster an environment built on service excellence, quality and value, passion and determination, and most importantly results. You, our valued customer, are the most important asset to Fujitsu and your satisfaction is the key to our success. Rest assured, when you give us your business, the entire Fujitsu team is working together to insure your satisfaction.

## IV. Contact Information

### **HOW TO CONTACT FUJITSU COMPUTER PRODUCTS OF AMERICA, INC.**

#### **For Information on Fujitsu Imaging Products**

Web Site: <http://us.fujitsu.com/scanners/warranty>

Phone: (800) 626-4686, option 2

#### **For U.S. Service, Repair and Technical Assistance by Telephone**

Telephone technical support is available Monday-Friday between the hours of 5 a.m. to 5 p.m. (PST) excluding FCPA holidays. Phone: (800) 626-4686, option 2.

#### **For Technical Documentation and FAQ's available 24 hours a day**

Web Site:

[www.fujitsu.com/us/services/computing/peripherals/scanners/support/index.html](http://www.fujitsu.com/us/services/computing/peripherals/scanners/support/index.html)

#### **For Service Program Information**

Web Site: [www.ImagingService.com](http://www.ImagingService.com)

Phone: (800) 301-9475

#### **About Fujitsu Computer Products of America, Inc.**

Fujitsu Computer Products of America, Inc., a subsidiary of Fujitsu Ltd., is an established leader in the Document Imaging industry, delivering innovative scanning solutions and services that enable our customers to solve critical business productivity issues and streamline operations. We provide cuttingedge document capture for business and personal environments, backed by a comprehensive portfolio of service and support programs.

#### **Fujitsu Computer Products of America, Inc.,**

<http://us.fujitsu.com/fcpa>

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