

# ASSURANCE PROGRAM

A wide range of Scanner Services from Fujitsu to protect your investment for up to 4 or 5 years, helping your business to be productive and competitive.



## Service Descriptions: Personal Scanners, S1100, S1300i, S1500, S1500M and iX500

### 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) for the S1500/M and iX500 products. 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.

## Geographic Coverage and Availability

Enhanced Service Plans Currently Available in:

Austria	Netherlands
Belgium	Norway
Czech Republic	Poland
Denmark	Republic of Ireland
Finland	South Africa
France	Spain
Germany	Sweden
Hungary	Switzerland
Italy	United Kingdom
Luxembourg	

### Different service levels are available:

Please see next page for full details and comparisons.

## Benefits of Services from Fujitsu

### Wide Range of Service Plans:

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

### Manufacturers Service Program

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



## Compare Service Plans: Personal Scanners

### ScanSnap S1100 and S1300i

Features	Warranty	Silver
Service Type	Advance Exchange	Advance Exchange
Telephone Hotline Support		✓
Online Support	✓	✓
Remote Desktop Support		✓
Advance Exchange Product Replacement	Within 7 Days	Within 1-2 Days
Parts, Labour & Shipping Included	✓	✓
Accidental Damage Cover		✓
Available for	2 Years <sup>1</sup>	4 Years <sup>3</sup>
Renew upon expiry for	See Silver	1 Year <sup>4</sup>



### ScanSnap S1500 and S1500M

Features	Warranty	Silver	Gold	Platinum
Service Type	Advance Exchange	Advance Exchange	Advance Exchange +	Advance Exchange
Telephone Hotline Support	✓	✓	✓	✓
Online Support	✓	✓	✓	✓
Remote Desktop Support		✓	✓	✓
Advance Exchange Product Replacement	Within 1-2 Days	Within 1-2 Days	Within 1-2 Days	Within 1-2 Days
Original Product Returned after Repair			✓	
Parts, Labour & Shipping Included	✓	✓	✓	✓
Accidental Damage Cover				✓
Available for	2 Years <sup>1</sup>	4 Years <sup>3</sup>	4 Years <sup>3</sup>	4 Years <sup>3</sup>
Renew upon expiry for	See Silver	1-2 Years <sup>4</sup>	1-2 Years <sup>4</sup>	1-2 Years <sup>4</sup>

### ScanSnap iX500

Features	Warranty	Gold	Platinum
Service Type	Advance Exchange	Advance Exchange	Advance Exchange +
Telephone Hotline Support	✓	✓	✓
Online Support	✓	✓	✓
Remote Desktop Support		✓	✓
Advance Exchange Product Replacement	Within 1-2 Days	Within 1-2 Days	Within 1-2 Days
Original Product Returned after Repair			✓
Parts, Labour & Shipping Included	✓	✓	✓
Accidental Damage Cover		✓	✓
Available for	2 Years <sup>2</sup>	5 Years <sup>3</sup>	5 Years <sup>3</sup>



#### Applicable Models:

- <sup>1</sup> Standard Warranty Included in the purchase price of the product.  
<sup>2</sup> 3 year free warranty available if you register your product within 30 days of purchase at <http://emea.fujitsu.com/scanners/register>  
<sup>3</sup> Upgrades to 4 Years (S1100/S1300i/S1500/S1500M) or 5 Years (iX500) available on New scanners at time of scanner purchase or within 30 days of purchase, upgrades the warranty.  
<sup>4</sup> 1 Year renewals available when Warranty or previous Service plan has expired.

#### 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 center and delivered back to you afterwards. The temporary scanner will be collected and returned to Fujitsu.

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