

RICOH Scanner Service Program

by PFU (EMEA) Limited

**Total Support.
Total Peace of Mind.**

Low-Volume Production

Mid-Volume Production

RICOH
imagine. change.



Total Support. Total Peace of Mind

The RICOH Scanner Service Program is a wide range of scanner services from PFU (EMEA) Limited (or PFUE) to protect your investment for up to 5 years, helping your business to be productive and reduce your total cost of ownership.

Wide Range of Service Plans, Europe-wide Coverage:

To suit various levels of business process criticality and usage, we offer different levels of support to help you avoid business downtime: On-Site Repair • Preventative Maintenance • Installation & Training • Ad-Hoc Services.

With an investment of several million Euros in spare parts, strategically located at hubs across Europe, our engineers have immediate access to the components required to complete any repair. This helps us achieve over 90% first-time fix rates, meaning you avoid unnecessary downtime.

TOTAL Confidence
We built it.
We will look after it

TOTAL Support
Flexible and complete
care with all-inclusive
service

TOTAL Value
Value Added support
such as built in PMs
and unlimited
support desk access

TOTAL Cover
Wide range of service
plans and add-ons

Who better to look after your scanner than the people who built it?
Always ask for RICOH Scanner Service by PFU (EMEA) Limited.

On-Site Repair Services

Geared towards business-critical support of customers whose scanning is an integral part of their business operations. Our On-Site services are focused on fixing your equipment on the first visit, meeting or exceeding the service level of the Product Warranty or Service Plan that has been purchased. Scope includes:

- Response time to site.
- Fix time
- Spare Parts*, Labour and Travel Cost included.
- Loan Scanner
- Preventative Maintenance (PM) visit
- Unlimited Technical Support
- Unlimited Repairs and Callouts
- Visit by a fully trained engineer.

*Excluding consumables

Preventative Maintenance

Maintain optimum quality and performance, plus prolong the life of your equipment, scheduled to occur at a time convenient to you. Scope includes:

- Disassembly
- Deep cleaning of the scanner (removal of staples, paper clips, paper shards, dust, dyes and solvents).
- Lubrication of moving parts.
- Replacement of worn or performance degraded parts (excluding consumables).
- Implementation of Engineering Changes and Firmware Updates as appropriate.
- Reassembly.
- Recalibration of optics and light levels.
- Adjustment and tests.

Installation & Training

Upon request, our engineers can install and give training on your new equipment. Service includes:

- Unpacking and assembly of the scanner.
- Hardware installation, connection to PC or network, and the carrying out of a functional test.
- Installation of drivers and diagnostic software.
- Basic operator training with instructions on how to clean the scanner regularly.

Ad-Hoc Services

If you don't have a Service Plan or your Warranty has expired and you experience a failure, you can still call us out on a one-off chargeable basis. Expected response time for this service is 2-3 days. You can be assured of quality work with three months warranty on any work carried out through our ad-hoc services.

Add-Ons

Build your own flexible service by adding on the following extras: Preventative Maintenance, Installation Training, Consumables or Imprinter Installation

Geographic Coverage and Availability

Austria, Belgium, Croatia, Czechia, Denmark, France, Germany, Greece, Hungary, Republic of Ireland, Italy, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, United Kingdom, Channel Islands & Isle of Man.

Overview of Extended Warranty & Service Plans Low Volume Scanners – fi-7600, fi-7700, fi-7700s

Features	Warranty Extension	Bronze Service	Silver Service	Gold Service	Platinum Service
Service Type	On-Site Repair	On-Site Repair	On-Site Repair	On-Site Repair	On-Site Repair
Telephone Assistance	✓	✓	✓	✓	✓
Online Support	✓	✓	✓	✓	✓
Remote Desktop Support	✓	✓	✓	✓	✓
Visit from a technician equipped with spare parts	✓	✓	✓	✓	✓
Repairs carried out on site	✓	✓	✓	✓	✓
Response/Fix Time	Next Business Day	8hr + 8hr	8hr + 8hr	8hr + 8hr	8hr + 8hr
Spare parts, labour and travel included	✓	✓	✓	✓	✓
Loan Scanner if repair not possible		✓	✓	✓	✓
Preventative Maintenance visit			1 Per Year	2 Per Year	3 Per Year
Periodic product upgrades (during product maintenance)	Firmware & Equipment	Firmware & Equipment	Firmware & Equipment	Firmware & Equipment	Firmware & Equipment
Availability	2-5 Years	1-5 Years	1-5 Years	1-5 Years	1-5 Years

Overview of Extended Warranty & Service Plans Mid Volume Scanners – fi-7800, fi-7900, fi-8820, fi-8930, fi-8950

Features	Warranty Extension	Bronze Service	Silver Service	Gold Service	Platinum Service
Service Type	On-Site Repair	On-Site Repair	On-Site Repair	On-Site Repair	On-Site Repair
Telephone Assistance	✓	✓	✓	✓	✓
Online Support	✓	✓	✓	✓	✓
Remote Desktop Support	✓	✓	✓	✓	✓
Visit from a technician equipped with spare parts	✓	✓	✓	✓	✓
Repairs carried out on site	✓	✓	✓	✓	✓
Response/Fix Time	Next Business Day	8hr + 8hr	8hr + 8hr	8hr + 8hr	8hr + 8hr
Spare parts, labour and travel included	✓	✓	✓	✓	✓
Loan Scanner if repair not possible		✓	✓	✓	✓
Preventative Maintenance visit	1 Per Year	1 Per Year	1 Per Year	2 Per Year	3 Per Year
Periodic product upgrades (during product maintenance)	Firmware & Equipment	Firmware & Equipment	Firmware & Equipment	Firmware & Equipment	Firmware & Equipment
Availability	2-5 Years	1-5 Years	1-5 Years	1-5 Years	1-5 Years

All names, manufacturer names, brand and product designations are subject to special trademark rights and are manufacturer's trademarks and/or registered brands of their respective owners. All indications are non-binding. Technical data is subject to change without prior notification.

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