

# Assurance Program



All Services Operate Monday - Friday, 09:00 am – 17:00 pm local time.

## WHAT IS THE ASSURANCE PROGRAMME?

The Assurance Program from Fujitsu offers a wide range of Service Plans to enhance the Product Warranty included with Fujitsu document scanners. As the manufacturers official program, you can be confident in the investment made by Fujitsu to ensure the highest standards of support you would expect from one of the leading global IT companies.

Certain limitations may apply depending on geographic location, please visit <http://emea.fujitsu.com/assurance> for further information.

## PROTECT YOUR INVESTMENT

With the growing demand for document imaging solutions and an increase in business dependency on scanning and managing documents electronically, the Assurance Program provides the peace of mind and business continuity that customers demand, allowing you to focus on your business while we focus on your scanner.

All services can be purchased from your scanner supplier using specific Fujitsu service part numbers.

	Product Warranty	Bronze	Silver	Gold	Platinum
<b>Personal Scanners</b>					
ScanSnap S1100 and ScanSnap S1300i					
Telephone Hotline Support	–		•		
Online Support Ticketing System	•		•		
Remote Desktop Support	–		•		
Advance Exchange Product Replacement within:	7 Days		1-2 Days		
Spare Parts, Labour & Shipping Included (Excluding Consumables)	•		•		
Accidental Damage Cover	–		•		
Available for:	2 Years		4 Years		
Renewals Available For:	–		1 Year		
ScanSnap iX500 and ScanSnap SV600					
Telephone Hotline Support	•			iX500 and SV600	iX500 only
Online Support Ticketing System	•			•	•
Remote Desktop Support	•			•	•
Advance Exchange Product Replacement within:	1-2 Days			1-2 Days	1-2 Days
Customers Original Unit Returned After Repair (Exchange PLUS)	•			–	•
Spare Parts, Labour & Shipping Included (Excluding Consumables)	•			•	•
Accidental Damage Cover	•			•	•
ScanSnap iX500 available for:	2 Years			5 Years	5 Years
ScanSnap SV600 available for:	1 Year			3 Years	N/A
<b>Specialist Products</b>					
fi-65F					
Telephone Hotline Support	•	•			
Online Support Ticketing System	•	•			
Advance Exchange Product Replacement within:	1-2 Years	1-2 Years			
Spare Parts, Labour & Shipping Included	•	•			
Available for (in years):	1 Year	3 Years			
Renewals Available For:	•	1 Year			

Reducing Consumable Costs

### Abbreviations & Terminology:

**Advance Exchange** = Replacement of the faulty scanner with a new or as new unit.

**Advance Exchange PLUS** = Double Exchange, original product is returned after repair.

**Onsite Service** = A visit by a technician with a spare parts kit to repair the product at your premises.

**PM** = Preventative Maintenance, A scheduled visit by a technician to disassemble, clean, lubricate, recalibrate, reassemble and test.

**ADC** = Accidental Damage Cover

**NBD** = Next Business Day

**8hr Response** = A visit by a technician with spare parts within 8 working hours of the fault report.

**FW** = Firmware

**HW** = Hardware

**FW+HW** = Firmware + Hardware

**p/a** = per annum (per year)

**8 + 8** = 8 Hour response and 8 Hour fix

# Assurance Program



All Services Operate Monday - Friday, 09:00 am – 17:00 pm local time.

	Product Warranty	Bronze	Silver	Gold	Platinum
<b>Workgroup, Departmental and Network Scanners</b>					
fi-6110, fi-7160, fi-7260, fi-7180, fi-7280, fi-5530C2, fi-6010N and ScanSnap N1800					
Telephone Hotline Support	•	•	•	•	•
Online Support Ticketing System	•	•	•	•	•
Remote Desktop Support	–	•	•	•	•
Advance Exchange Product Replacement within:	1-2 Days	1-2 Days	1-2 Days	–	–
Customers Original Unit Returned After Repair (Exchange PLUS)	–	–	•	–	–
Visit By Engineer Carrying Spare Parts Kit: Response/Fix within:	–	–	–	8hr	8 + 8
Repairs Carried Out Onsite	–	–	–	•	•
Spare Parts, Labour & Shipping or Travel Included (Excluding Consumables)	•	•	•	•	•
Temporary Contingency Equipment if Repair not Possible	–	–	–	–	•
Accidental Damage Cover	–	–	–	–	•
Available for:	1 Year	2-5 Years	1-5 Years	1-5 Years	1-5 Years
Renewals Available For:	–	1-2 Years	1-2 Years	1-2 Years	1-2 Years
<b>Low-Volume Production Scanners</b>					
fi-6750S, fi-6670 and fi-6770					
Telephone Hotline Support	•	•	•	•	•
Online Support Ticketing System	•	•	•	•	•
Remote Desktop Support	–	–	•	•	•
Visit By Engineer + Spare Parts Kit: Response/Fix within:	NBD	NBD	8+8	8+8	8+8
Repairs Carried Out Onsite	•	•	•	•	•
Spare Parts, Labour & Travel Included (Excluding Consumables)	•	•	•	•	•
Temporary Contingency Equipment if Repair not Possible	–	–	•	•	•
Preventative Maintenance Visits per year:	–	–	–	1x PM / p/a	2x PM / p/a
Accidental Damage Cover	–	–	–	–	•
Available for (in years):	1 Year	2-5 Years	1-5 Years	1-5 Years	1-5 Years
Renewals Available For:	–	1-2 Years	1-2 Years	1-2 Years	1-2 Years
<b>Mid-Volume Production Scanners</b>					
fi-6800 and fi-5950					
Telephone Hotline Support	•	•	•	•	•
Online Support Ticketing System	•	•	•	•	•
Remote Interactive Support	–	–	•	•	•
Visit By Engineer Carrying Spare Parts Kit: Response / Fix within:	NBD	NBD	8+8	8+8	8+8
Repairs Carried Out Onsite	•	•	•	•	•
Spare Parts, Labour & Travel Included (Excluding Consumables)	•	•	•	•	•
Temporary Contingency Equipment if Repair not Possible	–	–	•	•	•
Preventative Maintenance Visits per year:	1x PM / p/a	1x PM / p/a	1x PM / p/a	2x PM / p/a	3x PM / p/a
Periodic Product Upgrades (Performed during PM Visits)	–	F	F	F+H	F+H
Accidental Damage Cover	–	–	–	–	•
Available for (in years):	1 Year	2-5 Years	1-5 Years	1-5 Years	1-5 Years
Renewals Available For:	–	1-2 Years	1-2 Years	1-2 Years	1-2 Years



## Abbreviations & Terminology:

**Advance Exchange** = Replacement of the faulty scanner with a new or as new unit.

**Advance Exchange PLUS** = Double Exchange, original product is returned after repair.

**Onsite Service** = A visit by a technician with a spare parts kit to repair the product at your premises.

**PM** = Preventative Maintenance, A scheduled visit by a technician to disassemble, clean, lubricate, recalibrate, reassemble and test.

**ADC** = Accidental Damage Cover

**NBD** = Next Business Day

**8hr Response** = A visit by a technician with spare parts within 8 working hours of the fault report.

**FW** = Firmware

**HW** = Hardware

**FW+HW** = Firmware + Hardware

**p/a** = per annum (per year)

**8 + 8** = 8 Hour response and 8 Hour fix

For further information visit <http://emea.fujitsu.com/assurance>