ASSURANCEPROGRAM

A wide range of Scanner Services from Fujitsu to protect your investment for up to 3, 4 or 5 years, helping your business to be productive and competitive.



Service Descriptions: Personal Scanners, S1100i, iX100, S1300i, iX500 and SV600

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.

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.

Geographic Coverage and Availability

Enhanced Service Plans Currently Available in:

Bahrain	Oman
lraq*	Qatar
Jordan*	Saudi Arabia
Kuwait	United Arab Emirates
Lebanon*	Yemen*

*Limitations apply.



Compare Service Plans: Personal Scanners

ScanSnap S1300i

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



ScanSnap iX500

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

Gold
Advance Exchange
1
1
1
Within 1-2 Days ³
1
1
5 Years ²

ScanSnap S1100i, iX100 and SV600

Features	Warranty
Service Type	Advance Exchange
Telephone Hotline Support	1
Online Support	1
Remote Desktop Support	
Advance Exchange Product Replacement - S1100i and iX100	Within 7 Days
Advance Exchange Product Replacement - SV600	Within 1-2 Days ³
Parts, Labour & Shipping Included	1
Accidental Damage Cover	
Available for	1 Year ¹

Gold	
Advance Exchange	
1	
1	
1	
Within 1-2 Days ³	
Within 1-2 Days ³	
1	
1	
3 Years ²	

Advance Exchange: The scanner will be permanently replaced with a fully

refurbished 'As new' scanner of the same model.

Applicable Models:

¹ Standard Warranty Included in the purchase price of the product.

² Upgrades to 3 years (SV600/ S1100i/iX100), 4 years (S1300i) or 5 years (iX500) available on new scanners

at time of scanner purchase or within 30 days of purchase, upgrades the warranty.

³ Within 3-4 days in Lebanon, Iraq, Jordan and Yemen.

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Definitions:

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http://emea.fujitsu.com/scanners