


ScanCare®

 **SCANCARE** ScanCare is Fujitsu's Premium service offering and one of the most comprehensive service programs in the industry. It combines scheduled preventive maintenance, timely delivery of scanner consumables and training with Basic on-site service including spare parts, labor and travel.

ScanCare is available as an upgrade to the existing standard Limited Warranty. ScanCare Plus is available in the post-warranty period and may be purchased in single or multiple 12-month increments. You choose next business day or 4-hour response time options to suit the needs of your business.

Advantages

- ▶ Provides regularly scheduled maintenance that improves performance and productivity
- ▶ Convenient delivery of consumables kit(s) gives you what you need, when you need it.
- ▶ Reduces unnecessary service calls by offering training in product features and routine maintenance
- ▶ Helps improve on-site arrival time with 4-hour response time option

A service contract must be executed to purchase all service programs and options noted in this document.

Fujitsu Computer Products of America, Inc. is a subsidiary of Fujitsu Limited, a leading provider of customer-focused IT and communications solutions for the global marketplace. FCPA provides innovative solutions for the U.S. marketplace. Current product and service offerings include: high-performance hard disk drives, magneto-optical drives, scanners and scanner maintenance.

Fujitsu Computer Products of America, Inc.
www.fcpa.fujitsu.com

1255 East Arques Avenue, Sunnyvale CA 94085-4701. (800) 626-4686
(408) 746-7000 info@fcpa.fujitsu.com

©2005 Fujitsu Computer Products of America, Inc. All rights reserved. All statements herein are valid only in the U.S. for U.S. residents, are based on normal operating conditions, are provided for informational purposes only, and are not intended to create any implied warranty of merchantability or fitness for a particular purpose. Fujitsu Computer Products of America, Inc. reserves the right to modify at any time without prior notice these statements, our products, their performance specifications, availability, price and warranty, post-warranty and service programs. Fujitsu and the Fujitsu logo are registered trademarks and The Possibilities are Infinite is a trademark of Fujitsu Limited. ScanAid, ScanCare, and ScanCare Plus are trademarks of Fujitsu Computer Products of America, Inc. All other trademarks mentioned herein are the property of their respective owners.

FUJITSU

THE POSSIBILITIES ARE INFINITE

Service At-a-Glance Imaging Products

Fujitsu Service Programs Deliver Extra Peace of Mind

At Fujitsu, our technologically advanced, highly reliable scanners are designed to deliver lasting performance. To increase the performance of your investment, customers may elect to augment the original standard Limited Warranty with optional service programs (sold separately). They allow a variety of customers, from budget-conscious users to service bureaus with a low tolerance to downtime, to get the additional support that best suits their requirements.

Trained and Equipped to Handle Almost Anything — Quickly

If you ever need to contact the Fujitsu Technical Assistance Center (TAC), you will find that our dedicated staff has been well trained to assist you. Priority attention to contract customers is provided via a toll-free, single point of contact to swiftly resolve issues. And to help minimize downtime further, our Field Service Engineers carry an extensive inventory of replacement parts and consumables that enable them to handle the vast majority of situations on the first service call.

Terms and conditions apply. A service contract must be executed to purchase all service programs and options noted in this document.

For complete details and restrictions about Fujitsu Service Programs, visit www.ImagingService.com or contact your Fujitsu representative.

FUJITSU


THE POSSIBILITIES ARE INFINITE

Response Time Options

To better serve the needs of customers with business-critical scanning applications, ScanCare, ScanCare Plus, Basic, and Basic Plus on-site service programs are available with two response time options. Both options require customers to call TAC first to see if issues can be resolved quickly over the phone. If TAC staff are not able to do so, a Field Service Engineer will then be dispatched according to the customer's selected response time option.

- ▶ **4-hour** — If a call to TAC doesn't resolve the customer's issue, our goal is to have a Field Service Engineer arrive on-site within four hours of dispatch time (between 8:00 a.m. and 5:00 p.m., local time, M-F excluding certain holidays* note — some exceptions may apply). This option is available for select Fujitsu scanners in select metropolitan areas across the nation.
- ▶ **Next Business Day (NBD)** — If TAC staff are unable to resolve a customer's problem over the phone, a technician will then be dispatched for an on-site service call for arrival the following business day.

Basic

 Basic on-site (includes parts, labor and travel only) upgrades the standard, 3-month, on-site Limited Warranty on certain models to a full 12 months of on-site service. Basic Plus is available in the post-warranty period and can be purchased in single or multiple 12-month increments.

Advantages

- ▶ Includes all spare parts, labor and travel for service of verified hardware failures

- ▶ Protect your investment and avoid unexpected repair costs
- ▶ Helps reduce downtime with 4-hour response time option (see "Response Time Options" elsewhere in this guide)

Co-terminous Basic Service

For customers who need financial flexibility, Fujitsu offers Co-terminous Basic and Basic Plus Service. It allows customers to purchase service for a specified number of months (certain restrictions apply). You can also synchronize services and billing on multiple units or multiple locations.

Advance Exchange and Depot



Advance Exchange, Fujitsu's next business day replacement program, is available in the 50 United States. In the unlikely event of equipment difficulties, Advance Exchange can reduce the impact it has on your customer's business. Advance Exchange provides next business day advance replacements for failed or broken scanners and is available on most scanner models. If TAC is not able to resolve the problem a replacement unit is shipped overnight for requests received by noon PST, otherwise the next-business-day.

Depot service is available as an option to those customers who prefer a unit repair and return service program or require asset tracking. Depot repairs are returned to the customer within 5-days of receipt and includes parts, labor and shipping to the customer.

Advance Exchange Plus and Depot Plus is available in the post-warranty period and can be purchased in single or multiple year increments.

Advantages

- ▶ Advance Exchange provides a replacement scanner before the return to Fujitsu of the malfunctioning scanner
- ▶ Advance Exchange and Advance Exchange Plus are the only Fujitsu-Authorized, whole-unit replacement service programs for Fujitsu Scanners
- ▶ Quickly gets you back to scanning and back in business
- ▶ Depot and Depot Plus is available as an alternative

Complementary Service Options

Fujitsu professional service options (sold separately) complement our other service programs, fulfilling specific needs and helping you get up and running quickly and efficiently. They're available on select products in the U.S. (except certain Hawaiian Islands) and are initiated by contacting TAC.

Single-Event Preventative Maintenance

— this on-site event includes cleaning, inspection and adjustment, as well as required consumables and operator instruction on routine maintenance. Fujitsu departmental, mid-volume and production products are eligible.

Installation — have your Fujitsu mid-volume and production scanners unpacked, set up, installed and operationally verified by a trained professional. Arrangements will be made to have an authorized service provider on-site within two weeks of initiation. (Connection to the customer's computer is not included.)

Training — basic instruction on scanner operation, routine maintenance, replacement of consumables, scanner features and troubleshooting. Fujitsu training shows you how to be more productive and get the best quality images from your equipment from the start.



ScanAid™ is a factory-authorized consumables kit complete with instructions and cleaning supplies and is available for purchase from your reseller or at www.buyfcpa.com. It provides handy replacements for consumables that wear naturally during use. And it serves as an indispensable preventative maintenance kit that helps improve performance, reduce service costs, and keep your scanner running at peak performance.

Advantages

- ▶ Provides economical alternative to on-site service via self-service preventative maintenance
- ▶ Product specific kits help reduce overall costs for service and consumables
- ▶ The consumables you need are delivered when you need them

For full details and restrictions on these service options, contact your Fujitsu representative.

A service contract must be executed to purchase all service programs and options noted in this document.