

Total service solutions.

Service by Fujitsu

Protecting Your Investment

Maximize your uptime and extend the life of your scanner investment with service by Fujitsu. Manage costs, avoid unexpected downtime, and improve your productivity.

- ▶ Choose from the industry's broadest variety of service programs to find the best solution for your requirements and budget
- ▶ Preferential, toll-free technical support minimizes hold time, improving productivity for contract customers
- ▶ 4-hour response time is available when every minute of uptime counts
- ▶ Field Service Engineers are equipped with necessary parts and Fujitsu imaging expertise to repair the vast majority of problems on the first visit
- ▶ No one knows Fujitsu scanners better than Fujitsu



FUJITSU

THE POSSIBILITIES ARE INFINITE

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ScanCare®—the ultimate preventative maintenance program.

- Includes regularly scheduled preventative maintenance for peak performance, basic on-site service (parts, labor, and travel), consumables, and user training
- Next Business Day (NBD) or 4-hour response time allows you to select the response time that best suits your business needs and budget
- Economical and more convenient than purchasing similar services separately
- Convenient delivery of the consumables you need, when you need them
- Greater savings available when purchased within the applicable Limited Warranty period



Basic—value-oriented peace of mind.

- Covers parts, labor, and travel costs to reduce the impact of unexpected service calls
- 4-hour response time option ensures a fast return to normal operations
- Greater savings available when purchased within the applicable Limited Warranty period



Advance Exchange—the simple, economical, onsite alternative.

- Fujitsu's only NBD whole-unit replacement program
- Quick turnaround to minimize impact to productivity
- Includes parts, labor, and shipping*
- Depot option available with 5-day unit repair and return
- Depot includes parts, labor and one-way shipping to the customer

* Surcharge assessed for No Trouble Found and consumables replacement. An Advance Exchange agreement must be executed prior to unit shipment.



ScanAid™—help yourself and save.

- Maintain your scanner for optimum performance with factory-authorized consumables kits
- A great addition to Basic service or ScanCare customers with extra-high page volumes
- Kits include instructions, consumables, and maintenance supplies to keep scanning equipment in prime condition

Complementary Service Options—enhance existing programs or create your own package.

- **Single-event preventative maintenance**—includes cleaning, inspection, and adjustment, plus the required consumables and operator instruction on routine maintenance
- **Installation**—mid-volume and production scanners unpacked, installed, and verified
- **Training**—learn from the best how to operate, maintain, and refresh your scanner, as well as perform basic troubleshooting
- **Co-Terminous Basic/Basic Plus**—purchase the service you need for a specified number of months (certain restrictions apply; contact Fujitsu for details)

Learn more about Service Programs by Fujitsu.

A service contract must be executed to purchase all service programs and options noted in this document. Other terms and conditions also apply to all Fujitsu Service Programs. For full details on the applicable Limited Warranty and on all service programs, visit www.ImagingService.com, contact your Fujitsu representative or call Service Sales at (800) 301-9475.

About Fujitsu Computer Products of America, Inc.

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.

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