

Fujitsu Service

Protect Your Investment

Your Fujitsu scanner represents an important investment and is at the heart of your document imaging system. The sudden loss of productivity, even temporarily, could seriously affect your ability to meet your commitments. How much would it cost to have equipment and employees idle? What is the cost of downtime to your business? When you consider the costs of downtime, loss of equipment use, and risk of losing customers due to missed deadlines, Fujitsu service agreements are a worthwhile investment.

Service agreements protect you from the expense of repair in the event of equipment failure and improve overall productivity. Repair costs continue to rise. Because of today's constantly changing technology, repairs are often more complex. A service agreement will cover the unexpected expense of costly repairs and give you peace of mind.

We recognize there are many firms offering to service your Fujitsu scanner. Fujitsu would like you to know that we foster an environment built on service excellence, quality and value, passion and determination, and most importantly results. You, our valued customer, are the most important asset to Fujitsu and your satisfaction is the key to our success. Rest assured, when you give us your business, the entire Fujitsu team is working together to insure your satisfaction.

For Further Information

Contact your reseller, Fujitsu service sales at 800-301-9475 or visit www.ImagingService.com for details. You may also purchase at www.BuyFCPA.com. Terms and conditions apply.

Warranty Registration

Please be sure to register your scanner at www.ImagingService.com for product warranty.

About Fujitsu Computer Products of America, Inc.

Fujitsu Computer Products of America, Inc., a subsidiary of Fujitsu Ltd., is an established leader in the Document Imaging industry, delivering innovative scanning solutions and services that enable our customers to solve critical business productivity issues and streamline operations. We provide cutting-edge document capture for business and personal environments, backed by a comprehensive portfolio of service and support programs.

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Service 360°

We've got you covered
from every angle

At Fujitsu, we offer a vast array of services and extended warranty programs to help you get the most from your scanning investment. From on-site, depot, unit replacement and supplementary services to consumable kits, Fujitsu has a service program to fit your needs. Some benefits of a service agreement include:



Budget control

The best protection against out-of-pocket repair costs — Equipment that is well maintained provides trouble-free service, so it makes sense to protect it. All service is performed by our highly trained technicians who do more than just fix the problem at hand; they also solve potential problems before they become expensive repairs and inspect your system to ensure peak performance...saving you time and money!

Value

Service Agreements make sense — At Fujitsu, we also want to make sure that you are getting your money's worth from your purchase. With ScanCare, you will be contacted at scheduled intervals based on your particular scanner model for your preventative maintenance visit(s). If however, you would like a custom schedule, simply notify our technical assistance center of your preferred service dates.

Flexibility

Select a packaged service or create your own — We offer **Basic** on-site service that includes parts, labor and travel. Or, you may consider upgrading to

ScanCare for the most thorough coverage available. **ScanCare** includes our Basic service plus preventative maintenance visit(s), consumables and cleaning supplies and operator instruction covering regular maintenance. Basic and ScanCare is available with either Next Business Day, 4 hour or 24/7 response time. If you prefer an on-site alternative, we offer **Advance Exchange** overnight unit replacement or **Depot** 5-day unit repair (available on most models). To create a custom service program, consider adding one of the following options to our packaged services listed above: **Single-Event PM** (preventative maintenance), **Co-Term Basic** monthly service (sold in conjunction with year contracts to synchronize multiple units/installations), **Installation, Training** or a **ScanAid** consumables kit.

Dependability

Prompt, reliable service, the cornerstone on which our business and our reputation are built — At Fujitsu, we have built a reputation of trust by providing our customers with the ultimate in service and dependability. As the manufacturer, we recognize the importance of providing the old-fashioned, personalized service you deserve and the state-of-the-art products you demand. Our goal is to be responsive to your needs...whether it's for routine maintenance or an unexpected repair!

Productivity

Comprehensive Mobile Parts Inventory — Each service vehicle is stocked with an extensive parts inventory to ensure that we can fix the vast majority of problems when we get to your place of business...avoiding unnecessary callbacks. We install only genuine Fujitsu parts and consumables that have been thoroughly tested for safety and durability.

Experience

Professionally Trained and Experienced Personnel — The majority of service is delivered by our own uniformed, factory-trained personnel whose imaging expertise is among the best in the industry. As the manufacturer, we provide a level of service second to none. Our technicians will work quickly and carefully — keeping your place of business as clean as if it were their own.

Delivery

Service performance is more than just response time — We know time is money. At Fujitsu, we measure our service level performance from the time you call to the time you're scanner is back up and running. Response time is important, but it's only half of the service equation.

Priority

Technical Support and on-site arrival — All contract customers bypass call queues to a dedicated imaging specialist. Likewise, on-site contract visits receive priority over other calls.

A Fujitsu service program is one way of ensuring that your system is in top condition and performing efficiently. Remember the days of the full-service gas station, that's how we deliver service to our valued customers like you. Our friendly service engineer will not only fix your immediate problem — we inspect and address potential problems before they cause downtime. Protect your investment with Fujitsu service and support. **No one knows Fujitsu scanners better than Fujitsu.**

