

Fujitsu Technical Assistance Center
800-626-4686

TAC is available Monday-Friday (excluding holidays)
5 a.m. to 5 p.m. PST

The ultimate on-site preventative maintenance program.

ScanCare

Service Program Description

ScanCare and ScanCare Plus is the premium service program offered by Fujitsu. The ScanCare program combines Basic on-site service with preventative maintenance (PM), consumables and user training for Fujitsu scanner customers. ScanCare upgrades the Standard Limited Warranty to 12-months of coverage. ScanCare Plus is available in the post-warranty period and can be purchased in single or multiple 12-month increments.

On-site Service — On-Site repair service includes spare parts, labor and travel for verified hardware failures. Select either Next Business Day (NBD) or 4-hour Response time (contract prices vary). Service is available across the United States, except certain Hawaiian Islands and areas of Alaska. On-site service is performed by a Fujitsu Authorized Field Service Engineer (FAFSE), either a Fujitsu employee or professionally trained Authorized Service Provider. Service will be provided between 8 a.m. and 5 p.m. local time, Monday through Friday (excluding holidays). On-site service outside the hours specified above may be available for

rates and terms then in effect. Outside of PM events, on-site visits do not include preventative maintenance, maintenance training, consumables and cleaning materials, troubleshooting of software configuration, applications or set-up.

Preventative Maintenance — A FAFSE schedules an on-site visit to thoroughly clean and replace any necessary consumable parts from the pre-shipped ScanCare kit. Service will be provided during normal business hours at a time to be mutually agreed upon between the FAFSE and Customer within 2 weeks of initiation.

	SP 93GX & M3093EX/GX/DE/DG	fi-4340C	fi-4530C/fi-5530C	fi-4640S	M3096EX/GX
PM Events	1	1	1	1	1
Kit Contents	3 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*	3 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*	5 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*	4 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*	3 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*
	M3097DE/DG	M4097D Series, fi-4750C	fi-4750L	fi-5650C & fi-5750C	
PM Events	2	2	2	2	
Kit Contents	4 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*	4 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*	4 Pad Assemblies, 2 Pick Rollers, Cleaning Kit*	3 Pick Rollers, 3 Brake Rollers, Cleaning Kit*	
	M4099D Series, fi-4990C	fi-4860C Series	fi-5900C		
PM Events	2	2	2		
Kit Contents	ScanCare/ & ScanCare Plus: 1 Multi-Kit Includes 5 Pad Assemblies, 5 Pick Roller Units, 5 Brake Rollers, 4 Lamps, 5 Diselectric Brushes, 3 Cleaning Kits**	ScanCare/ ScanCare Plus: 1 Multi-Kit includes 5 Pad Assemblies, 5 Pick Roller Units, 5 Brake Rollers, 4 Lamps, 5 Diselectric Brushes, 3 Cleaning Kits**	ScanCare/ ScanCare Plus: 1 Multi-Kit includes 5 Pad Assemblies, 5 Separation Roller Units, 5 Brake Rollers, 2 Diselectric Brushes, 1 Cleaning Kit**		

*Departmental and Low-Volume Cleaning Kits include F1 cleaner, cleaning paper, cleaning cloth, cleaning swabs and instructions
**Mid-Volume Cleaning Kits include F1 cleaner, F2 cleaner, cleaning sheets, cleaning cloth, cleaning swabs and instructions

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Consumables Kits — Each ScanCare maintenance program includes automatic delivery of a consumable kit (multiple kits for model M3099 series scanners) to the end-user site. The number of kits depends on scanner model.

Note: The Consumable kits provided during the contract term contains quantities of consumables required for cleaning and maintenance care of the Product based on normal use. Should Customer require additional consumables, ScanAid kits may be purchased from a Fujitsu reseller, Fujitsu service sales or BuyFCPA.com.

User Training — During the first Preventative Maintenance visit a FAFSE will come on-site to provide Customer with operator training on routine scanner maintenance, consumables replacement, scanner features and basic scanner operation and troubleshooting.

Obtaining Service — In the event of a hardware failure, Technical Assistance Center (TAC) will assist the Customer in resolving the problem over the telephone. Customer must provide TAC with the product model number, part number, serial number and a description of the problem. Customer may be asked to run some simple, self-diagnostic tests and report the resulting status and error code messages. This will assist TAC in determining if the problem is the scanner or another component of Customer's system and if the problem can be resolved over the telephone. After TAC verifies a hardware problem, a service call will be initiated. A service technician will be dispatched to the product location to perform repair service if there are no security, safety or physical requirements that would restrict the service technician's access to the product.

ScanCare/ScanCare Plus Shipment & Visit Schedule

	Scanner Segment	Service Type	Shipment & PM Schedule (PM)
Departmental	SP93GX, f/-4340C, f/-4530C, f/-4640C, M3093EX/GX/DE/DG, M3096EX/GX	ScanCare	Mo 1: Kit; Mo 3: PM
Departmental	SP93GX, f/-4340C, f/-5530C, f/-4530C, f/-4640C, M3093EX/GX/DE/DG, M3096EX/GX	ScanCare Plus	Mo 1: Kit; Mo 2: PM
Low-Volume	M3097DE/DG, M4097D Series, f/-4750C, f/-4750L, f/-5650C, f/-5750C	ScanCare	Mo 1: Kit; Mo 3: PM; Mo 9: PM
Low-Volume	M3097DE/DG, M4097D Series, f/-4750C, f/-4750L, f/-5650C, f/-5750C	ScanCare Plus	Mo 1: Kit; Mo 2: PM; Mo 8: PM
Mid-Volume	f/-4860C Series, f/-4990C, M4099 Series, f/-5900C	ScanCare	Mo 1: Multi-Kit; Mo 3: PM; Mo 8: PM
Mid-Volume	f/-4860C Series, f/-4990C, M4099 Series, f/-5900C	ScanCare Plus	Mo 1: Multi-Kit; Mo 2: PM; Mo 7: PM

Response Time - Next Business Day — A FAFSE will arrive on-site by the end of the next business day following the TAC verified hardware failure.

Response Time - 4-hour — To better serve the needs of customers with business critical scanning applications, 4-hour Response Time is available for Fujitsu scanners located in select metropolitan areas. Please contact your service sales representative for coverage. If this option is purchased, our goal is to have a FAFSE on-site within 4-business hours following the TAC verified hardware failure.

Term — The term of this service offering shall be one year from the date of service purchase with activation card or receipt of signed FCPA Service Contract Quotation or Purchase Order.

Warranty — Fujitsu warrants that all services will be performed in a professional manner. See Fujitsu Service Terms and Conditions.

Services Not Covered — Service does not include the following:

- ▶ Electrical work external to the product, repair or replacement of product or increased service time required due to casualty, accident, damage, acts of God, transportation, missing parts, neglect, misuse or abuse, operator error, failure of proper management or supervision, unsuitable physical operating environment, use of supplies or accessories not approved by FCPA or its Authorized Service Provider.
- ▶ Service in connection with the installation, discontinuance or removal of the product.
- ▶ Any service and/or parts replacement resulting from fraud, tampering, misuse or the uses of counterfeit components, assemblies or modules.
- ▶ Accessories or missing parts, supplies, consumables and expendable items, or problems caused by those items identified as being the user's responsibility in the Periodic Routine Maintenance chapter of the User's Manual, nor does it cover relocation services, systems engineering services, programming, reinstallation of user operating systems or applications software, reconstruction of data, operational procedures due to any sort of failure to implement the most current software releases.

Please refer to the Limited Warranty and Service Guide for full details of all service programs and warranty at www.ImagingService.com.

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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, palm vein recognition technology, 10Gb Ethernet switches and degaussers.

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