



Our hassle-free service plans can reduce down time and control costs. You have enough to worry about. Let us cover your scanner.

Advance Exchange

Priority Replacement by Mail

Fast, easy replacement

If there's ever a problem with your covered scanner, Advance Exchange can get you up and running again stress-free. Just call us, and we'll get a replacement scanner to you overnight.¹

Help is a quick phone call away

Give us a call at our US-based Technical Assistance Center, and we'll help you identify the problem. If we determine a defect exists, we'll ship you a replacement, next business day.¹

Just swap & go.

Open the replacement unit, swap it with your old scanner, and get back to business. Ship your old scanner back to us in the new box using the prepaid label. Easy.

Keep business running with next-business-day shipping¹ of a replacement scanner - even before you return yours.

Overnight scanner replacement.¹

Advance Exchange includes:



Free shipping
both ways



Hassle-free unit
replacement

Can be added to eligible scanners during warranty or after the warranty has expired. Conveniently available in one- or five-year increments.

Talk to our knowledgeable service sales team to see how Advance Exchange fits your organization.



888.425.8228 toll free



RicohDocumentScanners.com

¹ Replacement scanner will be shipped next business day if replacement order is received by 2:00pm Pacific Time.

Advance Exchange

Need fast troubleshooting or service for your covered scanner? Contact us on the priority support line at our US-based Technical Assistance Center at 866.357.3788.

Unit Exchange Service — Exchange service includes spare parts, labor and round-trip shipping for verified hardware failures. Service is available across the United States. Service will be provided between 8 a.m. and 5 p.m. PST, Monday through Friday (excluding holidays). Exchange service does not include preventative maintenance, consumables and cleaning materials, troubleshooting of software configuration, applications or set-up. The replacement unit, including packing and shipping instructions, will be shipped directly to Customer prior to Customer shipping the defective scanner back to PFU America, Inc. (PFU). The replacement scanner will be shipped the next business day if the replacement order is received before 2:00 p.m. PST (Pacific Standard Time). Otherwise the replacement scanner will be shipped the next business day.

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. TAC will issue a Return Material Authorization ("RMA") number and authorize shipment of a replacement unit.

Return of Defective Scanner — The defective scanner must be returned to PFU within ten (10) days after receipt of the replacement scanner or Customer will be billed at the current list price of the replacement scanner. The defective product must be returned using the packing and shipping instructions and the box and packaging in which the replacement scanner was shipped. The RMA number must be clearly marked on the outside of the box to ensure proper receipt and credit of your defective scanner.

No Trouble Found / Excluded Returns — If upon inspection of the defective scanner it is determined that the scanner is not defective, Customer will be billed by PFU at the then current "No Trouble Found" (NTF) charge for that scanner. If upon inspection of the defective scanner it is determined that the problem is caused by user maintainable items (consumables), Customer will be billed at the then current NTF charge for that scanner plus applicable consumables.

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

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

Services Not Covered:

- 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 PFU or its Authorized Service Provider.
- Service related to 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.



Find out more about warranty and service programs at <https://www.pfu-us.ricoh.com/services>



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To learn more, visit us at www.RicohDocumentScanners.com or contact us at (888) 425-8228.

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