



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

The Basic service program gives you value-oriented peace of mind, providing professional scanner cleaning and on-site service.

Basic On-Site Service

On-site service on your terms

Basic on-site repair service includes spare parts, labor and travel for verified hardware failures. Available nationwide¹, Basic on-site service is performed by a professionally-trained, Field Service Engineer who knows your scanners inside and out. And we're ready when you need us. Choose from Next Business Day, 4-hour, or 24/7 response times.²

Professional cleaning to get the most out of your scanners

Each year of Basic service comes with one thorough cleaning³ performed by a service engineer or professionally-trained Authorized Service Provider. Regular maintenance can extend the life of your scanner.

Solid, reliable service for all brands.
Our basic protection includes:



Professional on-site service



On-site professional cleaning

Can be added to eligible scanners during warranty or after the warranty has expired. Available in single-year or multi-year increments.



Upgrade to ScanCare for even more benefits, like consumables delivery and user training!

Our very best service program offers everything you need to keep your scanners in top condition. Ask us about maximizing your investment with ScanCare!

¹ Service is available throughout the United States, except certain Hawaiian Islands and areas of Alaska.

² Contract prices vary. ³ Replacement consumables not included.



888.425.8228 toll free



RicohDocumentScanners.com

Basic

Need fast troubleshooting or service? Use this priority line to contact our US-based Technical Assistance Center: 866-357-3788.

On-site Service — On-site repair service includes spare parts, labor and travel for verified hardware failures. Select Next Business Day (NBD), 4-hour or 24/7 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 friendly, knowledgeable, and skilled Field Service Engineer (FSE), either a PFU America, Inc. (PFU) 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 Preventative Maintenance (PM) events, on-site visits do not include preventative maintenance, maintenance training, consumables and cleaning materials, troubleshooting of software configuration, applications or set-up.

Cleaning Event — Each year of Basic service comes with one cleaning performed by a FSE. A FSE schedules an on-site visit to thoroughly clean the scanner. Replacement consumables are not included. Service is provided during regular business hours at a time mutually agreed upon between the FSE and the customer, we can schedule PMs two weeks in advance to help you prepare for high seasonal volumes and complete large workloads.

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.

Response Time - Next Business Day — A FSE will arrive onsite 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 nationwide. Please contact your service sales representative for coverage. If this option is purchased, our goal is to have a FSE on-site within 4 business hours following the TAC-verified hardware failure.

Response Time - 24/7 — For the ultimate level of service, the 24/7 Response Time option ensures that on-site service is available 24 hours a day, 7 days a week (excluding holidays) and will be performed within 4 business hours following a 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 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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