

RICOH Document Scanners:

Limited Warranty Guide & Services



RICOH
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I. Limited Warranty Summary




Note: This limited warranty applies to new, non-refurbished Products (as defined below) distributed by PFU America, Inc. ("PAI") or through PAI's authorized distribution channels in the contiguous forty-eight (48) United States, Alaska, and Hawaii. For important warranty details and limitations for other products (including refurbished products), please visit: www.pfu.jp/r/scannerwarranty.

PAI PROVIDES NO LIMITED WARRANTY FOR PRODUCTS NOT SOLD THROUGH PAI'S AUTHORIZED DISTRIBUTION CHANNELS OR INTENDED FOR DISTRIBUTION OUTSIDE THE CONTIGUOUS FORTY-EIGHT (48) UNITED STATES, ALASKA, AND HAWAII.

Limited Warranty Summary for Ricoh Scanner Products

Locate your specific product model from the list below to identify your limited warranty period and applicable service method. For important warranty details and limitations for other products (including refurbished products), please visit: www.pfu.jp/r/scannerwarranty.

Note: Refurbished scanners are not covered under this limited warranty. Please refer to the limited warranty for your refurbished scanner for your specific region (as applicable). For additional limited warranty information, please visit: www.pfu.jp/r/scannerwarranty.

Model	Limited Warranty Period / Service Method	
fi-70F SP-1120N SP-1130N SP-1130Ne SP-1425	1 Year Depot	
fi-800R fi-7300NX fi-8040 fi-8150 / fi-8150U fi-8170 fi-8190 fi-8250 / fi-8250U fi-8270 fi-8290 N7100E	1 Year Advance Exchange	
fi-7460 fi-7480 fi-7600 fi-7700 fi-7800 fi-7900 fi-8820 fi-8930 fi-8950	3 Months Basic Onsite	

To upgrade your standard warranty or to purchase post-warranty support, call your local Authorized Reseller or contact us at (800) 626-4686.

II. Limited Warranty Guide

Welcome

Congratulations on the purchase of a Ricoh Document Scanner! Our document scanners are designed to give end users the highest performance and reliability. All Ricoh Document Scanners (excluding refurbished scanners) listed above are covered by the following limited warranty:

LIMITED WARRANTY FOR RICOH DOCUMENT SCANNERS

PFU America, Inc. ("PAI") provides the following limited warranty on Ricoh/Fujitsu-branded Document Scanners (excluding refurbished scanners, spare parts and consumables) (the "Product") distributed by PAI or through PAI's authorized distribution channels in the contiguous forty-eight (48) United States, Alaska, and Hawaii.

Subject to the limitations below, PAI warrants that the Product, from the time of sale through the limited warranty period applicable to the Product indicated above, will be free of defects in materials or workmanship and will conform to the performance specifications applicable for the Product. This limited warranty is non-transferrable.

All Products are subject to the Warranty Exclusions described below. A Product found to be defective or which does not conform to the product specifications will be repaired or replaced with new or refurbished product at PAI's sole option.

Proof of purchase is required to demonstrate eligibility for warranty service.

Warranty Exclusions

PAI's limited warranty does not apply to a Product that has been subjected to physical damage after purchase, caused, for example, by casualty, accident, acts of God or transportation, including but not limited to: (a) by a failure to properly package and ship the Product back to PAI for warranty service in accordance with PAI's then current Packaging and Shipping Guidelines, including failure to replace the shipping restraint prior to shipping, or by a failure to remove the shipping restraint prior to use; (b) resulting from the user's installation, system integration, programming, re-installation of user operating systems or applications software, systems engineering, relocation, reconstruction of data, or removal of the product or any component (including breakage of a connector, cover, glass, pins, or seal); (c) from any damage caused by service, modification, or repair not performed by PAI or a service provider authorized by PAI or any damage caused by product tampering, use of third-party or other non-OEM components, parts, assemblies, accessories, or modules; (d) from any damage caused by misuse, unreasonable handling or maintenance, mistreatment, operator error, failure to provide proper supervision or maintenance including use of cleaning products or other accessories not approved by PAI or use in contravention of recommended procedures or specifications; (e) by environmental conditions (such as excessive heat or other unsuitable physical operating environment), corrosion, staining, electrical work external to the product or failure to provide electro-static discharge (ESD) protection; (f) by failure to Install firmware updates or releases available for the product and (g) by such other supplemental exclusions published from time to time online at www.pfu.jp/r/scannerwarranty, or obtained by calling (800) 626-4686.

PAI PROVIDES NO LIMITED WARRANTY FOR PRODUCTS NOT SOLD THROUGH PAI'S AUTHORIZED DISTRIBUTION CHANNELS OR INTENDED FOR DISTRIBUTION OUTSIDE THE CONTIGUOUS FORTY-

EIGHT (48) UNITED STATES, ALASKA, AND HAWAII. Purchasers of products from foreign distribution channels must seek warranty coverage, if any, through the original source of purchase. PAI provides no limited warranty for products that are purchased as part of a third-party manufacturer's product, computer system or other electronic device. Any warranty for these products is provided by the OEM (Original Equipment Manufacturer) as part of that manufacturer's product or system.

DISCLAIMER AND LIMITATION OF LIABILITY

EXCEPT AS OTHERWISE STATED IN THE LIMITED WARRANTY, PAI MAKES NO REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCTS. TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, PAI DISCLAIMS ANY LIABILITY FOR INDIRECT, CONSEQUENTIAL, PUNITIVE, OR SPECIAL DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOST DATA, LOST REVENUE, LOST PROFITS, OR REPLACEMENT PRODUCT COSTS ARISING OUT OF THE PURCHASE, USE, OR PERFORMANCE OF THE PRODUCTS, UNDER ANY THEORY OF LIABILITY, EVEN IF PAI HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THIS LIMITATION OR EXCLUSION MAY NOT APPLY TO SOME END USERS. TO THE EXTENT PERMITTED UNDER APPLICABLE LAW, PAI DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AFTER THE PERIOD OF LIMITED WARRANTY, AND DISCLAIMS ANY IMPLIED WARRANTY ARISING FROM A COURSE OF PERFORMANCE, DEALING, USAGE, OR TRADE PRACTICE. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO SOME PURCHASERS. THIS LIMITED WARRANTY GIVES THE PURCHASER SPECIFIC LEGAL RIGHTS, AND THE PURCHASER MAY HAVE OTHER LEGAL RIGHTS THAT VARY FROM STATE TO STATE. THE PRICE OF PRODUCTS DISTRIBUTED BY PAI AND/OR ITS AUTHORIZED DEALERS REFLECTS THE ALLOCATION OF RISK ARISING FROM THE WARRANTY EXCLUSIONS AND THIS DISCLAIMER AND LIMITATION OF LIABILITY.

How to Obtain Limited Warranty Service

Products are supplied with information on unpacking, setup, installation and operation. Careful reading of the manual will answer most of the technical questions the end user might have regarding proper installation, operation and maintenance of the product. However, should additional technical support be required, you may visit our website at <https://www.pfu-us.ricoh.com/support> or contact:

PAI's Technical Assistance Center ("TAC")
(800) 626-4686

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

Before placing the call, the eligible purchaser should have the Product's model number, part number, serial number and proof of purchase available. The eligible purchaser should also be prepared to provide a description of the problem.

TAC personnel will assist the end user in resolving the problem over the phone. The end user 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 Product or another component and if the problem can be resolved over the phone. If TAC determines a hardware problem exists that is covered either under the limited warranty or a purchased Service Program, a Return Material Authorization Number ("RMA") will be assigned as needed, a service request will be initiated and repair or replacement procedures will follow.

Packaging and Shipping Guidelines

Purchaser must ship all warranty returns in careful compliance with the Packaging and Shipping Guidelines. Failure to do so will void the Product's warranty. PAI advises the purchaser to keep the original box and packing materials for storing or shipping. The purchaser must return only the Product. Prior to shipment, purchaser must remove and retain all "add-on" items (i.e. adapters, cables, software, manuals, etc.). PAI accepts no responsibility for these items and they will not be returned with the repaired or replacement Product. All products should be returned to PAI in the original shipping container, or an authorized packaging box for the units being returned. Purchaser must install the shipping restraint before the Product is shipped. When the original packaging is not available, contact PAI's Technical Assistance Center ("TAC") at (800) 626-4686, for part numbers and replacement packaging ordering information.

Product Return Procedure

Eligible purchasers seeking services for Products covered under this limited warranty must obtain a Return Material Authorization number by calling (800) 626-4686, and within ten (10) business days from the date of issuance of the RMA must return the Product to the address designated in the RMA at the end user's own expense and risk, in compliance with PAI's then current Packaging and Shipping Guidelines.

Any defective products, parts, or consumables replaced by PAI shall become the property of PAI.

Customer Responsibility

BY REQUESTING SERVICE, THE ELIGIBLE PURCHASER ACKNOWLEDGES THE TERMS OF THE LIMITED WARRANTY, INCLUDING THE DISCLAIMER AND LIMITATION OF LIABILITY PROVISIONS. PRIOR TO SEEKING SERVICE, THE END USER MUST BACK-UP ANY DATA OR FILES THAT MAY BECOME DAMAGED OR LOST. PAI IS, WITHOUT LIMITATION, NOT RESPONSIBLE FOR ANY LOST OR DAMAGED DATA OR FILES.

DISCLAIMER

PAI RESERVES THE RIGHT TO CHANGE AT ANY TIME AND WITHOUT PRIOR NOTICE ANY OF ITS PROCEDURES FOR OBTAINING WARRANTY AS SET FORTH IN THIS DOCUMENT.

WARRANTY SERVICE DESCRIPTIONS

PFU America, Inc. ("PAI") offers a range of service programs to support its limited warranty and to assist with the use and care of the Product ("Service Methods"). Our Products represent an important investment. Our Products help provide the productivity needed to stay competitive. The sudden loss of this productivity, even temporarily, could seriously affect the ability to meet commitments. Downtime can be very expensive, not just in the cost of the repair but also in time lost. To help alleviate these problems, PAI may use one of the service methods listed below, depending upon product type, in providing service under its limited warranty.

Select Products may include a Limited Warranty Summary Card. The Limited Warranty Summary Card may be specific by model and may vary depending upon your region. The Limited Warranty Summary Card may contain important warranty information, including the model number and how to obtain a copy of the limited warranty. If applicable, please refer to the Limited Warranty Summary Card to determine the available Service Methods applicable to the particular Product. If the Limited Warranty Summary Card cannot be located, additional information may be obtained about the product, including updated warranty and service program information and restrictions, online at www.pfu.jp/r/scannerwarranty or by phone at (800) 626-4686.

To avoid service delays, PAI urges end users to complete the online warranty registration form at the first opportunity. You may register online at <https://www.pfuproductregistration.com/pfu> or by phone at (800) 626-4686.

PAI also provides a variety of service programs that may be purchased to assist with the use and care of the Product. Visit <https://www.pfu-us.rioh.com/support> for additional information.

PAI is committed to providing its customers with quality, performance, reliability and service under the limited warranty

On-Site Service

For selected Products, and after TAC verifies a hardware problem, a service call will be opened and logged. An PAI Authorized Field Service Engineer will be dispatched to the Product location to perform repair service if the Product is located within the contiguous forty-eight (48) United States, in certain areas of Alaska and Hawaii, and if there are no security, safety or physical requirements that would restrict the Authorized Field Service Engineer's access to the Product. On-Site Service will be provided between the hours of 8 a.m. and 5 p.m. local time, Monday through Friday (excluding PAI holidays).

Advance Exchange

Advance Exchange Program may be one of the easiest and most comprehensive service offerings in the industry. In the unlikely event of a product defect, for eligible purchasers of certain Products, PAI will replace that product within two business days. The Advanced Exchange Program provides advance replacement on specific failed or broken scanners. To be eligible to take advantage of the Advance Exchange Program, the eligible purchaser must obtain an RMA number, sign an Advance Replacement Agreement and provide a credit card deposit to secure the replacement product. The RMA number should be kept in the event that the status of the replacement product needs to be checked. The eligible purchaser will be asked for the address where the replacement product is to be shipped. The eligible purchaser will also be emailed packing and shipping instructions for the malfunctioning product. The eligible purchaser will then receive a replacement product within 2 business days after the service call initiation and PAI's receipt of the signed agreement. The malfunctioning product must be received by PAI within ten (10) days of the end user's receipt of the replacement product or the end user's credit card will be charged the list price of the replacement product.

Shipment of replacement Product will be made at PAI's expense and choice of freight carrier. Shipments not made under PAI's directions and choice of freight carrier may void the limited warranty.

Before the product is returned to PAI, be sure to remove all options and accessories (which include power cord, documentation, etc.) that are not covered by the limited warranty. The box and packaging in which the replacement product was shipped must be used to return the malfunctioning product. The Return Material Authorization Number must be clearly marked on the outside of the box to ensure proper receipt and credit of the defective product.

Depot Service

If the Product is not eligible for Advance Exchange or On-Site Service, an eligible purchaser may utilize our Depot Repair Service. The eligible purchaser will be instructed to ship the product to the nearest authorized Depot Repair Center. Product must be shipped at the eligible purchaser's risk and expense to the repair center. Before the product is returned to the repair center, be sure to remove all options and accessories (which include power cord, documentation, etc.) not covered by the limited warranty. All products should be returned to PAI in the original shipping container, or in a recommended packing box. The Product must have the shipping restraint installed before it is shipped. When the original packaging is not available, contact PAI's Technical Assistance Center ("TAC") at (800) 626-4686, for ordering information. Eligible purchasers seeking services for Products must obtain a Return Material Authorization number by calling (800) 626-4686, and within ten (10) business days from the date of issuance of the RMA must return the Product to the address designated in the RMA at the end user's own expense and risk, in accordance with PAI's then current Packaging and Shipping Guidelines. The Return Material Authorization Number must be clearly marked on the

outside of the box to ensure proper receipt and credit of the defective product. Upon receipt of the product, the repair center will repair product within ten (10) business days. The repaired product will be shipped back two-day express mail at no expense to the eligible purchaser.

Important Restrictions

Eligibility: The Advance Exchange Program and the Depot Service are available to eligible purchasers in the contiguous forty-eight (48) United States, Alaska, and Hawaii. For select products, On-Site Service is available in the contiguous forty-eight (48) United States, and in certain areas of Alaska and Hawaii. The Product will be ineligible for any service under warranty if the product falls under any of PAI's then-current Warranty Exclusions, including a purchaser's failure to return defective products to PFU in compliance with PAI's then current Packaging and Shipping Guidelines. Persons are only considered "eligible purchasers" or "end users" if they originally purchased the Product for their own personal or business use, and not for resale.

Consumables: Consumables are items that wear out under normal use and must be replaced by the end user as needed. Consumables, supplies, other expendable items and those items identified as being the user's responsibility in the Operator's Guide, Cleaning and Maintenance Guide or Reference Manual are not covered under the limited warranty.

If any of the above excluded parts or services are required, they may be available through an authorized service provider at their hourly rates and at terms then in effect.

Any defective products, parts, or consumables replaced by PAI shall become the property of PAI.

III. Service 360

We've got you covered from every angle

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, we have 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 – 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** repair service (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– 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 genuine 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. We measure our service level performance from the time you call to the time your 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.

Our extended service programs are a way of ensuring that your scanner 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 our service and support.



Protect Your Investment

Your Ricoh 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, our extended service agreements are a worthwhile investment.

Extended 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 Ricoh scanner. We 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 us and your satisfaction is the key to our success. Rest assured, when you give us your business, our entire team is working together to ensure your satisfaction.

IV. Contact Information

HOW TO CONTACT PFU AMERICA, INC.

For Information on Products

Web Site: <https://www.pfu-us.ricoh.com/support>

Phone: (800) 626-4686

For U.S. Service, Repair and Technical Assistance by Telephone

Telephone technical support is available Monday-Friday between the hours of 5 a.m. to 5 p.m. (Pacific) excluding PAI holidays. Phone: (800) 626-4686

For Technical Documentation and FAQ's available 24 hours a day

Web Site: <https://www.pfu-us.ricoh.com/support>

For Service Program Information

Web Site: <https://www.pfu-us.ricoh.com/services>

Phone: (800) 301-9475

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