

# Limited Warranty Guide

ScanSnap Products

*ScanSnap*

Need Help?

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

or call (800) 626-4686

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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](http://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 ScanSnap Document Scanners

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](http://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](http://www.pfu.jp/r/scannerwarranty).

Model	Limited Warranty Period / Service Method
ScanSnap iX100 Series ScanSnap iX1300 Series ScanSnap iX1400 Series ScanSnap iX1600 Series ScanSnap iX2400 Series ScanSnap iX2500 Series ScanSnap SV600 Series	1 Year Depot Service



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! Ricoh 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](http://www.pfu.jp/r/scannerwarranty), or obtained by calling (800) 626-4686.

**THIS LIMITED WARRANTY SHALL NOT APPLY TO REFURBISHED SCANNERS.** For important warranty details and limitations for other products (including refurbished scanners), please visit: [www.pfu.jp/r/scannerwarranty](http://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.** 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 POSSIBLE 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 POSSIBLE 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](http://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.ricoh.com/support> for additional information.

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

### **Advance Exchange**

For select products, the 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 Ricoh 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, option 2, for ordering information. Eligible purchasers seeking services for Products must obtain a Return Material Authorization number by calling (800) 626-4686, option 2, 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 PAI 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. Contact Information

### HOW TO CONTACT PFU AMERICA, INC.

#### For Information on Products

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

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

#### PFU America, Inc.,

3900 Freedom Circle, Suite 240, Santa Clara, CA 95054

(888) 425-8228

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