



ScanCare

Premium Service & Maintenance

On-site service that's flexible

ScanCare on-site repair service includes spare parts, labor and travel for verified hardware failures. Available nationwide¹, ScanCare on-site service is performed by a professionally-trained, Field Service Engineer who knows your scanners inside and out. When your scanners need service or maintenance, you can rest assured that your important equipment is in the best hands. And we'll be ready when you need us. Choose from Next Business Day, 4-hour, or 24/7 response times.²

Convenient maintenance, delivered

We build our scanners to last, and routine maintenance ensures that they keep performing day in and day out. When it's time for ScanCare preventative maintenance, your service engineer will schedule an on-site visit during regular business hours – at a time convenient to you – to thoroughly clean your scanner and replace any necessary consumable parts. A standard supply of consumables³ is included with ScanCare so you have one less thing to worry about.

Make everyone in your group a scanning expert

During your first preventative maintenance visit, your service engineer will offer operator training to demonstrate your scanner's features, basic operation, routine maintenance, consumables replacement, and troubleshooting.

Our most comprehensive on-site service program, complete with preventative maintenance, consumables replacement, user training, and custom service response times to suit your needs.

Our very best service program. ScanCare protection includes:



Professional on-site service



Preventative maintenance visits



Supply of Genuine consumables



User training

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

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



888.425.8228 toll free



RicohDocumentScanners.com

¹ Service is available throughout the United States, except certain Hawaiian Islands and areas of Alaska.
² Contract prices vary. ³ Standard consumables supply is defined by model. See table on reverse.

ScanCare

To initiate service under your contract, please call our US-based Technical Assistance Center at 800.626.4686.

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 Field Service Engineer (FSE), either a 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.

Preventative Maintenance — A FSE 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 FSE and Customer within 2 weeks of initiation.

Consumables Kits — Each ScanCare maintenance program includes automatic delivery of a consumable kit to the end user site. 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 service, sales, or RicohDocumentScanners.com.

User Training — During the first Preventative Maintenance visit, a FSE 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.

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 onsite 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 — 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 PFU 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.



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

Coverage by scanner model

Model	fi-6670 / fi-6770	fi-6400 / fi-6800	
PM Events	2	3	
Typical visit schedule	Month 2 and 8	Month 2, 5, and 8*	
Kit Contents	3 Pick Rollers, 3 Brake Rollers, Cleaning Kit	5 Pick Rollers, 5 Separation Rollers, 5 Brake Rollers, Cleaning Kit	
Model	fi-7600 / fi-7700	fi-7800 / fi-7900	fi-8820 / fi-8930 / fi-8950
PM Events	2	3	3
Typical visit schedule	Month 2 and 8*	Month 2, 5, and 8*	Month 2, 5, and 8*
Kit Contents	1 Pick Roller, 1 Brake Roller, Cleaning Kit	5 Pick Rollers, 5 Separation Rollers, 5 Brake Rollers, Cleaning Kit	4 Pick Rollers, 4 Brake Rollers, 4 Separation Rollers, Cleaning Kit

* For in-warranty scanners, PM visits are shifted one month later. For an fi-6800 in-warranty example: instead of months 2, 5, and 8, the visits would be during months 3, 6, and 9.