

1. General.

Ricoh document scanners are designed and manufactured by PFU LIMITED, a Ricoh group company. They are marketed and supported in Europe, Middle East and Africa by PFU (EMEA) LIMITED, a subsidiary of PFU LIMITED.

PFU (EMEA) LIMITED (hereafter “PFU”) warrants that Ricoh document scanners are manufactured from high quality components that are free of material defects and perform to their specifications. PFU does not warrant error free or uninterrupted operation of the product.

2. Validity Period.

The enhanced terms of the extended warranty or service plan shall apply for a period of 1, 2, 3, 4 or 5 years from original purchase date of the scanner product, or 12 months from the date of purchase of the renewal (if purchased as a renewal). The duration is dependent on number of years purchased. Any repair or replacement of the product will not extend the validity period. Alteration, defacing or removal of the product’s original factory label containing the product’s unique serial number, will invalidate the extended warranty or service plan.

3. Product Registration and Service Key Activation.

PFU reserves the right not to provide services described in the extended warranty or service plan unless proof of entitlement can be established. PFU provides an online registration site to enable users to register their product(s) and to activate their purchased service key(s) against their registered scanner product(s). If a product is not registered, or a service key is not activated against a registered product, you may be denied service until proof of entitlement is established.

Depending on where you purchased your extended warranty or service plan, Service Keys may be delivered in a boxed service pack product, or a digital key delivered via email after your purchase. The Service Key is a unique 16-digit alphanumeric number that can be found on a label inside the boxed service pack product or in an email sent to you after your purchase.

Once you have registered your scanner product and activated your service key against your registered scanner product, you can download a certificate of entitlement from our website.

Registration and Service Key Activation will require a PC or mobile device with an Internet Connection. This process involves collection of serial number, model number and the unique service key as well as some Personally Identifiable Information.

For more details on how we process your personal information please view our [Privacy Policy](#).

4. Scope of Services.

Provided that the scanner product has been registered and a valid service key has been activated against the registered scanner product, technical support and the services of this extended warranty or service plan will be provided free of charge until expiry, by PFU and/or PFU approved agents.

If the extended warranty or service plan has expired, then any requested services will be subject to PFU’s current service charges.

5. Service Descriptions.

a) Extended Warranty

- Onsite Repair: Next Business Day Response
- Includes spare parts, labour and travel costs.
- An engineer with parts will be dispatched within the Next Business Day and attempt to repair the product at your premises.
- We endeavour to affect repair within Next Business Day, but do not guarantee to do so.
- The service clock starts once the user has provided sufficient information for SupportDesk to reasonably suspect the product is faulty.
- All defective parts that are replaced become the property of PFU.
- Next Business Day Onsite Repair Service will be provided between 9 am and 5 pm local time, Monday through Friday (excluding holidays).

b) Service Plans

- Onsite Repair: 8 Hour Response + 8 Hour Fix
- Includes spare parts, labour and travel costs.
- An engineer with parts will be dispatched within 8 Hours and attempt to repair the product at your premises.
- In the event the engineer is unable to repair the product immediately, we guarantee we will provide a resolution within a further 8 Hours (up to 16 business hours total) which may involve a fix to your product or temporary loan product (of the same model).
- Shipping costs are included should we need to fix your product off-site and return it to you.
- Some Service Plans include a number of Preventative Maintenance visits as described in the table below.
- The service clock starts once the user has provided sufficient information for SupportDesk to reasonably suspect the product is faulty.
- All defective parts that are replaced become the property of PFU.
- 8+8 Onsite Repair Service will be provided between 9 am and 5 pm local time, Monday through Friday (excluding holidays).

Overview of Extended Warranty & Service Plans					
Features	Extended Warranty	Bronze Service Plan	Silver Service Plan	Gold Service Plan	Platinum Service Plan
Service Type	Onsite Repair	Onsite Repair	Onsite Repair	Onsite Repair	Onsite Repair
Response/Fix time	Next Business Day Response	8 Hour Response +8 Hour Fix	8 Hour Response +8 Hour Fix	8 Hour Response +8 Hour Fix	8 Hour Response +8 Hour Fix
Temporary Loan Product	Not Included	Included	Included	Included	Included
Preventative Maintenance Visits	0 per year	0 per year	1 per year	2 per year	3 per year

Terms & Conditions | Extended Warranty & Service Plans For Ricoh Low-Volume Production Scanners

Availability	2-5 Years*	1- 5 Years*	1- 5 Years*	1- 5 Years*	1- 5 Years*
Renewals	1 Year	1 Year	1 Year	1 Year	1 Year

* Dependent on number of years purchased

6. Exclusions.

Free of charge services are excluded for issues for which PFU is not responsible, including, but not limited to;

- Missing parts, accessories, 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 Operator's Guide.
- Failure to carry out Periodic Preventive Maintenance if required due to high usage.
- Faulty Installation.
- Software configuration, software set-up or network configuration issues.
- Neglect, misuse, abuse, vandalism or over-usage.
- Abnormal electrical or physical stress or electrical work external to the product.
- Adverse climatic conditions such as high humidity or extremely dusty environments.
- Use of incompatible, faulty or counterfeit consumables or accessories.
- Paper jams and their removal due to the incorrect loading of media or the use of incompatible media; the removal of any paper jam that could have been performed by the user, following the procedures detailed in the Operator's Guide.
- Damage caused by attempted repair or modification by any person not approved by PFU to make such repairs.
- 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.
- Damage caused by staples, paper clips or premature wear of consumables caused by contamination from solvents such as glue or chemically treated papers or other media.
- Damage caused by chemical cleaning agents not approved by PFU.
- Any other damage, whether accidental or deliberate or any causes other than normal use.

7. Getting Help and Contacting SupportDesk.

In the event of a technical issue with the product:

- Please view the website FAQ for answers to common questions.
- You can contact SupportDesk via LiveChat, Email Support Enquiry or Telephone.
- If you contact SupportDesk using the Email Support Enquiry Form, you will receive a ticket number by email and a response to your enquiry.
- Our aim is to respond to Email Support Enquiries within 3 hours. (During business hours).
- You must provide SupportDesk with your contact details along with the product model number, part number, serial number and a description of the problem.
- You may be asked to run some simple tests and report the resulting status, error messages and behaviours.
- SupportDesk will offer suggestions to help you resolve your issue.
- If SupportDesk suspects a hardware problem and the product is identified as being under an extended warranty or service plan, onsite repair service will be initiated.

- SupportDesk is available Monday – Friday, 09:00-17:00 Local Time

8. Cleaning & Daily Care.

To maintain optimum image quality and feeding performance, it is necessary for the scanner operator to clean the product regularly, using the approved cleaning materials and guidelines outlined in the operator's guide. The Extended Warranty does not cover image quality issues or feeding issues that are attributable to the absence of cleaning & daily care. In such instances, PFU reserves the right to apply charges for the service. Approved Cleaning kits can be purchased from your preferred scanner supplier or they can be purchased from the [PFU EMEA Ecommerce site](#).

9. Consumables.

To maintain optimum performance of your ScanSnap, consumable kits may need to be purchased to replace consumables that become exhausted through normal use. Fitting of replacement consumables is your responsibility. Guidelines on how to fit consumables are contained in the operator's guide. We recommend that you keep a spare set on hand to maintain operation of the product. Extended Warranty does not cover the replacement or the fitting of consumables. Consumable kits can be purchased from your preferred scanner supplier or they can be purchased from the [PFU EMEA Ecommerce site](#).

10. Periodic Preventative Maintenance

During the life of your scanner product, periodic maintenance (preventative maintenance) by a Qualified Service Engineer may be required to ensure continuous scanning operation. Required maintenance frequency varies depending on use. Heavy users or users scanning high ratio's of non-standard paper types (e.g. Carbonless papers – otherwise known as "NCR paper", dyed papers, very rough grade dusty papers or other chemically treated papers) may require maintenance more frequently as these papers may deposit large amounts of residues and dust. Residues and dust can downgrade the performance of the product over time if not removed.

Good indications that your scanner requires maintenance include:

- Sensor alarms/errors (dust build-up preventing sensors from operating).
- Persistent paper jams despite cleaning and consumable change (residue build-up on rollers or dust inside sensors).
- Image quality issues such as lines down image or other artefacts (dust and/or residues on glass or inside optical units).
- Unusual 'Grinding' or 'knocking' noises (severe build-up of residues and dust/toner on rollers and moving parts).

For best performance with standard paper types (80gsm A4 Fax copier/paper) and providing correct operation and care of the product is performed (as described in the operators guide), for Low-Volume Production Scanners, we recommend Preventative Maintenance intervals of every year or approx 1 million scans, whichever milestone is reached first.

You may purchase Service Plans that include Preventative Maintenance or you may purchase Preventative Maintenance separately in packs of 1, 2 and 3 visits as required, depending on your daily scan volumes.

Preventative Maintenance packs can be purchased from your preferred scanner supplier or they can be purchased from the [PFU EMEA Ecommerce site](#).

11. Geographic Cover.

These extended warranties and service plans are valid on products located in the UK, France, Germany, Italy, Spain, Austria, Belgium, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Greece, Hungary, Latvia, Lithuania, Malta, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Slovakia, Slovenia, Sweden, Switzerland, Bahrain, Kuwait, Oman, Qatar, Saudi Arabia and the United Arab Emirates, sold by PFU (EMEA) LIMITED through its distribution channel in Europe, Middle East and Africa, or via the [PFU EMEA Ecommerce site](#).

Geographic limitations may apply to service levels in some countries or areas within countries. For more information, please check with your local PFU representative, or contact SupportDesk.

12. Limitation of Liability

Except in the case of death or personal injury caused by PFU's negligence, PFU's liability for damages of any kind will be limited to the price paid for the product(s), or its replacement. In no event will PFU be liable for any indirect or consequential losses including (without limitation) any economic loss or other loss of turnover, profits, business or goodwill. PFU will not be liable for any breach of its obligations under this Warranty as a result of circumstances beyond the reasonable control of PFU, including, but without limitation, fire, flood, terrorism, sabotage, civil insurrection, war, industrial action or disruption to or failure of the internet.

13. Reseller Warranty.

No reseller is authorised to modify the terms set out in this document. Any additional warranty or guarantee offered by a reseller is the sole responsibility of that reseller.

14. Renewing your expired Extended Warranty or Service Plan.

Extended Warranty and Service plans can be purchased as:

- Extension and/or enhancement to the product warranty, within 30 days of the scanner product purchase for a period of 1-5 years. These can be identified by SKUs beginning in "U".
- Renewal of an expired warranty or expired service plan for a period of 1 year, subject to scanner model and age of product. These can be identified by SKUs beginning with "R1".
- You may renew an expired warranty or service plan at time of expiry via your preferred scanner supplier, quoting the SKU of the renewal you wish to purchase. You may also purchase a renewal via the [PFU EMEA Ecommerce site](#).

Subject to your contact preferences, we may contact you to notify you when your Extended Warranty or Service Plan is expiring or expired. You may change your contact preferences at any time.

14. Privacy.

PFU (EMEA) LIMITED “The Data Controller” takes the protection of your privacy very seriously. We will only use your personal Information for the explicit specific purpose for which it was given and not share it with anyone else who is not acting on behalf of us without your permission. Your personal information may be shared with our partners and agents “The Data Processors” for customer administration, sales, marketing and research for products and services provided by PFU (EMEA) LIMITED. Your data will be protected both physically and electronically in accordance with The General Data Protection Regulation and only retained for as long as necessary.

For more details on how we process your personal information please view our [Privacy Policy](#).

15. Revision.

Rev Ricoh_EXTW-SP_LVP_Ch-Ec_06/2024_EN

PFU reserves the right to revise the terms and conditions.

16. Service Provider’s Registered Office:

PFU (EMEA) LIMITED
Belmont
Belmont Road
Uxbridge
Middlesex
UB8 1HE
United Kingdom

Thank you for choosing Ricoh !