

# RICOH Scanner Service Program

by PFU (EMEA) Limited

**Total Support.  
Total Peace of Mind.**

Office, Passport, Workgroup  
Network, Departmental

**RICOH**  
imagine. change.



## Total Support. Total Peace of Mind

The RICOH Scanner Service Program is a wide range of scanner services from PFU (EMEA) Limited (or PFUE) to protect your investment for up to 5 years, helping your business to be productive and reduce your total cost of ownership.

- To suit different levels of business process criticality and usage. On-Site • Advance Exchange • Installation & Training • Ad-Hoc Services
- Service plan to avoid business downtime
- Add-On your extras to suit your needs

**TOTAL Confidence**  
We built it.  
We will look after it

**TOTAL Support**  
Installation to Ad-Hoc  
Services all under  
one roof

**TOTAL Value**  
Value Added support  
such as 5 Year Plans

**TOTAL Cover**  
Wide range of service  
plans and add-ons

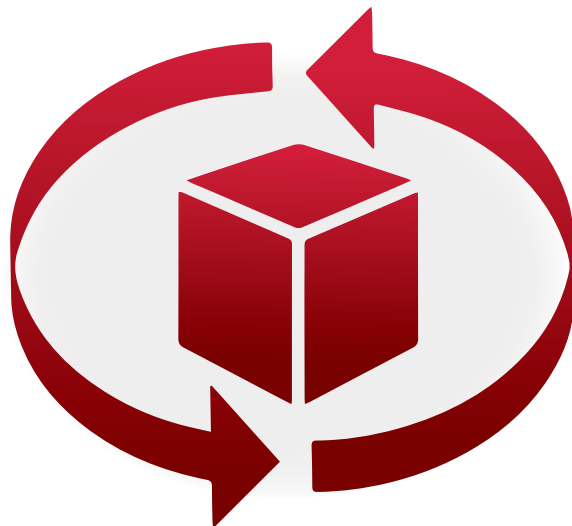
**Who better to look after your scanner than the people who built it?**  
**Always ask for RICOH Scanner Service by PFU (EMEA) Limited.**

## Scope of Repair Services

### Advance Exchange

Our advance exchange gives you hassle free service from the comfort of your desk. We send you a replacement scanner and pick up the faulty scanner. It's that simple.

If the scanner issue cannot be resolved remotely, a replacement scanner will be sent directly to your location.



### Which models are covered by Advance Exchange?

You can purchase Advance Exchange for SP-1120N, SP1125N, SP-1130N, SP-1425, fi-70F, fi-800R, fi-8040, fi-8150, fi-8250, fi-8170, fi-8270, fi-7300NX, N7100E, N7100EA, fi-8190, fi-8290, fi-7460 and fi-7480 model of scanners.

### Who do I contact for Advance Exchange?

Contact PFU support desk and they will create a support case and will provide remote technical support to diagnose the issue. If a replacement scanner is required, an Advance Exchange will be initiated.

How do I contact support desk? Please visit [www.pfu-emea.ricoh.com/en-gb/support](http://www.pfu-emea.ricoh.com/en-gb/support) where you will find your local country telephone number. Also, you can submit your support case via our online form from this site <https://www.pfu-emea.ricoh.com/en-gb/support/scanners/email>

### Will I get a new scanner?

The replacement scanner will be a thoroughly tested and reconditioned scanner.

### Am I required to return the faulty scanner?

Yes, the return of the faulty scanner is required.

### On-Site Bronze Service\* 8 Hour Response, 8 Hour Fix

- 8hrs Response Time to Site
- 8hrs Fix Time Once on Site
- Spare Parts\*\*, Labour and Travel Cost included
- Loan Scanner
- Telephone Support
- Unlimited Repairs and Callouts
- Visit by a trained engineer.
- On-Site service is not available for Office and Passport scanners



### Available service levels

- Advance Exchange - 2 Business Days
- Bronze Service - 8 Hour Response, 8 Hour Fix

\*On-Site is only available in certain regions. Please check with your local dealer.  
\*\*Excluding consumables.

# On-Site Repair Services

Geared towards business-critical support of customers whose scanning is an integral part of their business operations. PFU On-Site Repair Services are focused on fixing your equipment on the first visit, meeting or exceeding the service level of the Service Plan that has been purchased.

# Installation & Training

Upon request, our engineers can install and provide training on your new equipment.

- Unpacking and assembling of the scanner
- Hardware installation, connection to PC or network, and the carrying out a full functional test
- Installation of drivers and diagnostic software
- Basic operator training with instructions on how to clean the scanner regularly

# Ad-Hoc Services

If you don't have a service plan or your warranty has expired and your scanner is diagnosed by us as needing a repair, we can still support you on a one-off chargeable basis. Expected response time for this service is 2-3 days. You can be assured of quality work with three months' warranty on any work carried out through our ad-hoc services.

# Add-Ons

Build your own flexible service with our add-on extras.

- Installation
- Training
- Consumables

# Geographic Coverage and Availability of Advance Exchange

Albania, Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, Channel Islands & Isle of Man, Vatican City, Gibraltar



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