

Duration	1 Year from date of purchase (Proof of purchase may be required).
Type	Onsite Repair Next Business Day Response.
Description	An engineer with parts is normally dispatched within Next Business Day to repair the product at your premises.

1. General

Ricoh document scanners are designed and manufactured by PFU LIMITED, a Ricoh group company. They are marketed and supported in EMEA 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

This warranty is valid from the date of the original purchase of the product by the end user for a period of 1 year.

Any repair of the product under warranty will not extend the original warranty period. Alteration, defacing or removal of the product’s original factory label containing the product’s unique serial number will invalidate the warranty.

3. Proof of Purchase & Registration

PFU reserves the right not to provide the warranty unless proof of purchase can be provided by way of the sales receipt or invoice showing the date of purchase, serial number, and product number.

PFU provides an online registration site to enable users to register their product(s). If the product is not registered, proof of purchase in the form of the sales receipt, or invoice showing the date of purchase, serial number and product number must be produced to request service under the terms of this warranty.

4. Scope of Warranty

Provided that the product has been registered, or satisfactory proof of purchase has been provided, technical support and warranty service will be provided free of charge during the warranty period by PFU and/or PFU approved agents.

If the warranty period has expired on the product, or a satisfactory proof of purchase, showing the purchase is within the warranty period cannot be provided, then no warranty will be provided.

5. Warranty Description

- 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 a repair within Next Business Day, but do not guarantee to do so.
- All defective parts that are replaced under the terms of this warranty become the property of PFU.
- Onsite Repair Service will be provided between 9 am and 5 pm local time, Monday through Friday (excluding holidays).

6. Warranty Exclusions

PFU reserves the right to retrospectively apply charges for replacements for issues that are excluded. Warranty is 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 persistent over-usage in excess of the product's duty cycle.
- 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 FAQs for answers to common questions.
- You can contact SupportDesk using 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 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 reasonably suspects a hardware problem and the product is identified as being under warranty, an onsite repair of the product 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 you to clean the product regularly, using the approved cleaning materials and guidelines outlined in the operator's guide. Warranty does not cover image quality and feeding issues that are attributable to cleaning & daily care. In such instances, PFU reserves the right to apply charges for the service. PFU approved Cleaning Kits can be purchased from your preferred scanner supplier or they can be purchased from the [PFU EMEA Online Store](#).

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. Warranty does not cover the replacement or the fitting of consumables. Replacement consumable kits can be purchased from your preferred scanner supplier or they can be purchased from the [PFU EMEA Online Store](#).

10. Periodic Preventative Maintenance

During the life of your scanner product, periodic maintenance (preventative maintenance) by a Qualified Service Technician 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 leave large amounts of residues and dust. Residues and dust deposits may 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 operator's guide), for Low-Volume Production Scanners, we recommend Preventative Maintenance intervals of every year or every approx. 1 million scans, whichever milestone is reached first.

You may purchase Service Plans that include Preventative Maintenance or you can purchase Preventative Maintenance separately in packs of 1,2 and 3 visits as required, depending on your daily scan volumes. These can be purchased from your preferred scanner supplier or from the [PFU EMEA Online Store](#).

11. Geographic Cover

This warranty is limited to 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 Network in Europe, Middle East and Africa.

PFU will endeavour to affect a repair within Next Business Day but does not guarantee to do so. Geographic limitations may impact time needed to replace product, in some regions or countries.

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. 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](#).

14. Warranty Revision

Rev Ricoh_1Y_LVP_W_Ch_06/2024_EN

PFU reserves the right to revise the terms and conditions of this warranty.

15. Warranty Provider’s Registered Office

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

Thank you for choosing Ricoh!