

1. Basic Description

Service Type	Advance Exchange within Two Business Days.
Service Description	A replacement Product is normally delivered within Two Business Days and becomes your property. The defective Product is collected and becomes the property of PFU.
Duration	5 years from date of purchase, with the option to renew for 1 year upon expiry.
Applicable Models	iX100, iX1300, iX1400, iX1600, iX2400, iX2500, SV600

2. Definitions

PFU	PFU (EMEA) LIMITED, Belmont, Belmont Road, Uxbridge, UB8 1HE, United Kingdom.
Sales Channel	PFU's network of distributors and resellers.
Business Days	Week days (working days), excluding weekend days in the customer's country of residence
Business Hours	09:00 am to 17:00 pm in the customer's country of residence
Holidays	National and regional holiday days in the country where the warranty service is being provided.
Product	ScanSnap document scanner from the Applicable Models shown in 1. Basic Description
Service Plan	A support option purchased by the customer which provides additional services and benefits above those offered in the standard Product warranty.

3. General

ScanSnap 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 ScanSnap 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.

4. Validity

This Service Plan is valid for 5 years from the date of the original purchase of the scanner Product which is registered against the Service Plan. Any replacement of the Product will not extend the extended warranty period. Alteration, defacing or removal of the Product's original factory label containing the Product's unique serial number, will invalidate the extended warranty.

5. Proof of Purchase and Product Registration

PFU reserves the right not to provide services described in the Service Plan unless proof of entitlement can be established. PFU provides an online registration site ([ScanSnap Registration](#)) to register the purchased Service Plan against an applicable scanner Product(s). Registration of Service Plans against an applicable scanner Product(s) must occur within 90 days of purchase.

Once your Service Plan has been registered against an applicable Product you will be able to download a certificate of entitlement to service from the registration site.

Registration will require a PC or mobile device with an Internet Connection. This process involves collection of a serial number, model number as well as some Personally Identifiable Information.

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

6. Scope of Services

Provided that the Service Plan has been registered then technical support and repair services of this Service Plan will be provided free of charge until expiry, by PFU and/or PFU approved agents.

If the Service Plan has expired, then any requested services will be subject to PFU's current service charges.

7. Service Plan Summary

Service Type	Advance Exchange
Response & Fix time	Two Business Days Product Replacement
Preventative Maintenance Visits	0 per year
Availability	5 Years
Renewals	1 Year

8. Service Plan Description

Advance Exchange Service Within Two Business Days:

- The Service Plan includes Product replacement and two-way shipping costs.
- A replacement scanner will normally be delivered within two business days to your home or work address and becomes your property.
- Collection of the defective Product must occur at the same time or 2-7 days after the delivery of the replacement Product, unless otherwise agreed in writing with PFU.
- We endeavour to affect a Product replacement within Two Business Days, but do not guarantee to do so.
- The service clock starts once the user has provided sufficient information for the PFU's Service
- Desk to reasonably suspect the Product is faulty.
- All defective Products that are replaced become the property of PFU.
- Advance Exchange Service will be provided between 9 am and 5 pm local time, Monday through Friday (excluding Holidays).

9. Exclusions

PFU reserves the right to retrospectively apply charges for replacements for issues that are excluded. Service 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.
- 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.

10. Getting Help and Contacting PFU's Service Desk

In the event of a technical issue with the Product:

- Please view the FAQs for answers to common questions.
- You can contact PFU's Service Desk using LiveChat, Web Support Form or Telephone.
- If you contact the PFU Service Desk using the Web Support 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 the PFU Service Desk 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.
- The PFU Service Desk will offer suggestions to help you resolve your issue.
- If the PFU Service Desk suspects a hardware problem and the Product is identified as being under warranty or a Service Plan, an exchange of the Product will be initiated.
- PFU Service Desk is available during Business Hours on Business Days.

11. 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 Service Plan 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 [PFU's Ecommerce site](#).

12. 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. The Service Plan 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 [PFU's Ecommerce site](#).

13. Geographic Cover

This Service Plan is valid on Products located in Albania, Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Ireland, Isle of Man, Italy, Kuwait, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, Norway, Oman, Poland, Portugal, Qatar, Romania, San Marino, Saudi Arabia, Serbia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, United Arab Emirates, United Kingdom, Vatican City, sold by PFU (EMEA) LIMITED through its Sales Channel in Europe, Middle East and Africa, or via [PFU's Ecommerce site](#).

Geographic limitations may affect the time needed to deliver a replacement Product.

14. Limitation of Liability

Except in the case of death or personal injury caused by PFU's negligence, PFU's liability for all 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 Service Plan, as a result of circumstances beyond the reasonable control of PFU and its sub-contractors, including, but without limitation, fire, flood, terrorism, sabotage, civil insurrection, war, industrial action or disruption to or failure of the internet.

15. 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.

16. Renewing your expired Service Plan

Service Plans can be purchased as:

- An enhancement to the standard Product warranty, within 30 days of the original scanner Product purchase, for a period of 5 years. These can be identified by SKUs beginning with "U5".
- Renewal of an expired or expiring 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 Service Plan at time of expiry, or up to 90 days prior to 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](#).
- For any Service Plans renewed after expiry you will not be able to receive service for the first 30 days.

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

17. Privacy Statement

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](#).

18. Revision

PFU reserves the right to revise these terms and conditions.

19. Document Production Notice

This document was produced by humans with the assistance of AI. The use of such tools does not alter the meaning, intent or effect of the original content. In the event of any discrepancy between versions in different languages, the English language version will prevail.

20. Service Provider's Registered Business Address

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Thank you for choosing ScanSnap!