

Fujitsu
Imaging Products - India Warranty Support
Terms and Conditions

LIMITED LOCAL WARRANTY FOR FUJITSU IMAGING PRODUCTS ("Warranty")

This statement of Local Warranty describes the warranty provided by Fujitsu Solutions India Pvt. Ltd (hereinafter referred to as either "Fujitsu" or "FSIPL") and contains information about the services to which you, the original purchaser are entitled.

Local Warranty Services of Fujitsu will be rendered upon valid warranty registration with complete warranty information within 7 days from date of purchase. The registration must be applied from the place of purchase in India and Fujitsu reserves the right to reject a registration without any explanation.

FSIPL offers limited local warranty on Fujitsu Imaging Products (excluding consumables and Adaptor) distributed by through Fujitsu's authorized distribution channels in India. Purchasers required to provide proof of purchase to demonstrate eligibility.

Fujitsu represents and warrants to the purchaser that a Fujitsu Imaging Product at the time of sale and continuing within the warranty period listed below ("Warranty Period") for the particular Fujitsu Imaging Product, will function properly under normal use, be free of defects in materials or workmanship, and conform to the Fujitsu Imaging Product specifications for that particular product. If the Product becomes defective during the Warranty Period, Fujitsu will at its options and as specified below, repair the Product with new or reconditioned components or parts.

Warranty coverage commences from the date the purchaser purchased the Product. Please retain the sales or delivery invoice for clarification.

Products	Warranty Period
fi-Series Document scanners SP Series Document scanners ScanSnap Series Document scanners	1-Year or Number of Scans as mentioned in Annexure whichever comes first

*Include option product

Labour will be carried out by Fujitsu appointed authorized service centres in India. Exact details of the warranty coverage, whether carry-in or onsite, should be stated clearly in the sale and purchase agreement with your local suppliers.

2. WARRANTY EXCLUSIONS

2.1 Pre-installed or Bundled Software

FSIPL and its affiliates, suppliers, service providers, agents and resellers disclaim all warranties, conditions and representations, whether express, implied or statutory, with respect to software and documentation provided with the Product and licensed to Purchaser, its quality, performance, merchantability, or fitness for a particular purpose. FSIPL and its affiliates, suppliers, service providers, agents and resellers do not warrant that the functions contained in the software will be uninterrupted, virus free or error free. The software and documentation are provided "AS IS", except if expressly warranted by the licensor in the applicable software license agreement, and are subject to the terms and conditions of the software license agreement contained

in or accompanying the software. Should the software or documentation prove defective, the purchaser is assuming the entire risk as to its quality and performance as well as any costs associated with the servicing, repairing or correction. In no event will FSIPL, its affiliates, suppliers, service providers, agents and resellers be liable for any damages including, but not limited to, direct, indirect, incidental, exemplary or consequential damages, loss of software, cost of software reconfiguration, loss of use or data, loss of profits, or interruption of business, resulting from any defect in the software or documentation caused, even if advised of the possibility of such damages.

2.2 Exclusions to the Warranty

Please note that FSIPL will not cover warranty for Fujitsu Imaging Products not bought from an authorized distribution channel. FSIPL provides no warranty for Fujitsu Imaging Product that exhibits physical damage or that falls under any of the following exclusions:

- a. Product damaged during shipping, packaged or shipped not per FSIPL Packaging and Shipping Guidelines.
- b. Defects caused by the operation outside the usage parameters stated in the User's Manual.
- c. Product damaged by system during integration.
- d. Malfunctions caused by misuse or abuse, by improper installation, operation or maintenance, by improper connections or peripherals, by use of non-Fujitsu spare parts, by service modifications or repairs performed by a person not authorized by FSIPL, or by other conditions not arising from defects in product materials or workmanship.
- e. Malfunction or failure caused by accidental or intentional damage, or Product damage caused by any circumstances beyond FSIPL's reasonable control.
- f. Defects resulting from normal wear and tear.
- g. All consumables supplied with Fujitsu Imaging Products.
- h. Any transfer or assignment of ownership in the Product to any third party. The Warranty is provided only to the purchaser as the original purchaser.
- i. Non-Fujitsu parts, associated equipment and third party peripherals, memory expansion cards, PC cards or accessories.
- j. Product damaged because the shipping restraint has not been removed.
- k. Product that has been defaced (such as label alterations, serial number missing, serial number no longer discernible, serial number invalid).
- l. Product with warranty labels removed or destroyed.
- m. Product damaged due to lack of ESD protection.
- n. Product purchased outside the sales territories of FSIPL.
- o. Non-bundled software.
- p. Product determined to be stolen or scrapped or other exclusions as published from time to time online at sg.fujitsu.com/scanner.

FSIPL provides no warranty for products purchased through unauthorized or foreign distribution channels; purchasers of such products must seek warranty coverage, if any, through the purchasing source. FSIPL provides no warranty for products that are purchased through Original Equipment Manufacturer (OEM) or otherwise as part of a third party manufacturer's product or system; purchasers of such products must seek warranty coverage, if any, through the purchasing source. FSIPL shall return product that is not covered by warranty to purchaser by collect freight. FSIPL may revise these exclusions from time to time.

3. WARRANTY SERVICE

FSIPL offers the Purchaser a Warranty Service on parts only, provided that the fault has occurred due to the operation of the Product as described in the User's Manual. It is the Purchaser's responsibility to operate the Product in environments conforming to specifications for the Product covered by this Warranty, and to follow all operating and routine maintenance procedures specified in the Product Documentation.

Parts removed from a Product during Warranty Service will become the property of FSIPL. Fujitsu spare parts used during the Warranty Service assume the remaining warranty coverage of the Product they are used on.

The Product shall be considered as repaired when it fulfills tests performed according to the original Product specifications. It is the Purchaser's responsibility to remove any options, features, parts, alternations and attachments not under the Warranty Service before any servicing works begin. Service and turnaround time depends on the location of the Product or the service center as the same may be and the Product.

For carry-in warranty, all transportation, custom duties (if any) and insurance cost of the Product to/ from the designated service centres are to be covered by the Purchaser.

3.1 TO OBTAIN WARRANTY SERVICE

Should the Purchaser's Product become defective within the Warranty Period, the Purchaser should contact the Fujitsu Support Toll free number 0008001008917 or support.india@ts.fujitsu.com .Following information is required to obtain warranty support /service

- a. The name, address, postal code, email address and contact number of the Purchaser.
- b. The model name, product code and serial number.
- c. A brief description of the problem.
- d. Proof of Purchase (A copy of the original sales invoice)

4. DISCLAIMER AND LIMITATION OF LIABILITY

The warranties stated herein are in lieu of all conditions and warranties, express, implied, or statutory, including but not limited to any implied conditions or warranties of merchantability or fitness for a particular purpose on the part of FSIPL and its affiliates, suppliers, service providers, agents and resellers. All implied or statutory conditions and warranties to the extent that they cannot be excluded are limited as set forth herein. If the product is defective in materials or workmanship, the Purchaser's sole and exclusive remedy shall be repair or replacement as provided above. However, if that remedy fails of its essential purpose, FSIPL reserves the right to exchange with an identical or functionally identical product. Except to the extent prohibited by law, FSIPL and its affiliates, suppliers, service providers, agents and resellers shall not be liable for any damages including, but not limited to, direct, indirect, incidental, or consequential damages, loss of use or data, loss of profits, or interruption of business, whether such alleged damages are based on warranty, condition, tort, or contract (even in the nature of breach of fundamental term). FSIPL shall not be responsible for any loss, damage or delay caused directly by fire, explosion, lightning strike, civil unrest, war, earthquake, riot natural calamity, rebellion, sabotage, act of God or any other cause beyond the control of FSIPL. The Purchaser hereby waives all or any claims to compensation monetary or otherwise which the Purchaser may be entitled to and shall agree to accept any compensation whatsoever by way of additional repairs or otherwise which FSIPL in its absolute discretion may deem fit to offer. Except to the extent prohibited by law, the Purchaser as the original purchaser is only entitled to this exclusive written limited warranty. All rights to final interpretation for terms and conditions herein belong to FSIPL.

5. CONFIDENTIAL INFORMATION

THIS WARRANTY DOES NOT CREATE A RELATIONSHIP OF CONFIDENCE BETWEEN YOU (THE PURCHASER) AND FSIPL OR ITS AFFILIATES, SUPPLIERS, SERVICE PROVIDERS AND RESELLERS. ANY CONFIDENTIAL INFORMATION SHOULD BE REMOVED PRIOR TO THE RETURN OF ANY PRODUCT TO FSIPL. FSIPL AND ITS AFFILIATES, SUPPLIERS, SERVICE PROVIDERS AND RESELLERS SHALL NOT BE RESPONSIBLE FOR ANY DISCLOSURE OF CONFIDENTIAL SOFTWARE PROGRAMS, DATA OR OTHER INFORMATION STORED OR USE ON ANY MEDIA OR PART OF ANY PRODUCT RETURNED TO FSIPL OR ITS SERVICE PROVIDERS FOR WARRANTY SERVICE OR OTHER REPAIR, INCLUDING BUT NOT LIMITED TO ANY LOSS OR DAMAGE CAUSED BY SUCH DISCLOSURE OF CONFIDENTIAL INFORMATION.

6. GOVERNING LAW

Where the Purchaser has taken delivery of the Product in any other country, this warranty shall be governed by the laws of India.

Annexure 1

Limitations and conditions of Warranty

Warranty will be applicable for a period of 1 year or the number of scans mentioned below whichever comes first. At any point of time during the warranty period, Sum of scan count should not be exceeding the limit of recommended duty cycle per day from the invoice date. If scanner exceeds the above limits during the warranty period, then user need to purchase the spare parts of the respective scanner.

<Current Models>

Scanner Model	Recommended Duty cycle per day	Type of Service
ScanSnap		
iX1500	500 sheets/day	RTB
S1100i	240 sheets/day	RTB
S1300i	400 sheets/day	RTB
SV600	500 sheets/day	RTB
SP Series		
SP1120	3,000 sheets/day	RTB
SP1125	4,000 sheets/day	RTB
SP1130	4,500 sheets/day	RTB
SP-1425	4,000 sheets/day	Onsite
fi Series		
fi-65F	100 sheets/day	RTB
fi-6400	90,000 sheets/day	Onsite
fi-6800	110,000 sheets/day	Onsite
fi-7140	6,000 sheets/day	Onsite
fi-7160	9,000 sheets/day	Onsite
fi-7180	11,000 sheets/day	Onsite
fi-7240	6,000 sheets/day	Onsite
fi-7260	9,000 sheets/day	Onsite
fi-7280	11,000 sheets/day	Onsite
fi-7460	18,000 sheets/day	Onsite
fi-7480	24,000 sheets/day	Onsite
fi-7600	44,000 sheets/day	Onsite
fi-7700S	30,000 sheets/day	Onsite
fi-7700	44,000 sheets/day	Onsite
fi-7800	100,000 sheets/day	Onsite
fi-7900	120,000 sheets/day	Onsite
fi-800R	4,500 sheets/day	Onsite

<EOL Models>

Scanner Model	Recommended Duty cycle per day	Type of Service
ScanSnap		
iX100	240 sheets/day	RTB
iX500	500 sheets/day	RTB
SP Series		
SP25	3,000 sheets/day	RTB
SP30	3,000 sheets/day	RTB
SP30F	3,000 sheets/day	Onsite
fi Series		
fi-5530C2	5,000 sheets/day	Onsite
fi-6110	2,000 sheets/day	RTB
fi-6125ZLA	4,000 sheets/day	RTB
fi-6225ZLA	4,000 sheets/day	Onsite
fi-6130ZLA	4,000 sheets/day	RTB
fi-6230ZLA	4,000 sheets/day	Onsite
fi-6140ZLA	4,000 sheets/day	RTB
fi-6240ZLA	4,000 sheets/day	Onsite
fi-6670	45,000 sheets/day	Onsite
fi-6750S	8,000 sheets/day	Onsite
fi-6770	45,000 sheets/day	Onsite

Annexure 2

Extended Warranty:

Onsite/RTB warranty:

Standard warranty terms and conditions are applicable for all models. Extended warranty is valid up to 4 years from the standard warranty expiry date.

Term of purchase:

Extended warranty is to be purchased within 2 months from the date of Invoice of scanner, beyond which only AMC can be purchased.

Support level:

Standard warranty will be applicable for all models (labor cost and spare cost are included).

AMC (Annual Maintenance Contract):

Onsite/RTB:

Standard warranty is applicable for all models. AMC term will be 1 year from date of AMC invoice.

Term of purchase:

Anytime up to 4 years from the date of scanner invoice.

Procedure to purchase AMC:

AMC is possible to sell for only good condition scanner. Fujitsu shall inspect the condition of scanner and might deny the AMC selling depends on the condition.

RTB to onsite conversion option:

A customer can get the onsite support for RTB scanner. This option is applicable only for the models whose standard warranty is RTB.

This option is valid maximum 1 year. Customer is requested to purchase multiple options to cover remaining warranty term. e.g. If the scanner has total 3 years warranty and 6 months past from purchase, the customer is requested to purchase 1 year onsite option x 3 to cover remaining 2.5 years. Shorter term than remaining warranty term is not acceptable to purchase.

Warranty terms:

On standard warranty: Till the end of standard warranty

On extended warranty: Till the end of extended warranty.

On AMC: Till the end of AMC

Term of purchase:

Anytime when scanner is on warranty. Possible to purchase with AMC in the same time if already expired.