

# US and Canada Warranty Options for Xerox® Scanners



## STANDARD MANUFACTURER'S WARRANTY

All Xerox® DocuMate® scanners come with U.S.-based, toll-free technical support at 1-800-648-0410. Warranties are valid in the U.S. and Canada. Online knowledgebase for troubleshooting and support information is also available 24/7 at [www.xeroxscanners.com](http://www.xeroxscanners.com).

Every DocuMate® scanner also includes a standard manufacturer's warranty to protect against internal hardware failure due to manufacturing defects. Under this plan, if a scanner is deemed defective by our technical support department, an exchange will be made using a return and replace process. Customer service will provide the customer with an RMA (return material authorization), the customer then sends back the defective unit and once received, a replacement unit will be sent via ground shipping. The customer is responsible for covering the cost of shipping the defective unit, but shipping the replacement unit will be covered by Xerox. Warranty upgrades are available through either our Advance Exchange or On-Site Service warranties.

WARRANTY PERIOD BY SCANNER MODEL		
1-Year Standard Manufacturer's Warranty	3-Year Standard Manufacturer's Warranty	90-Day Standard Manufacturer's Warranty**
Duplex Travel Scanner	Duplex Combo Scanner	Documate 4799
Duplex Portable Scanner	Documate 6440	Documate 6710
Documate 152i	Documate 6460	
Documate 3125	Documate 6480	
	Documate 4700	
	Documate 5540	
	Documate 4830	
	Passport Scanner Accessory	

## ADVANCE EXCHANGE PLAN

The Advance Exchange Service Plan can be purchased for up to five years of continuous coverage for most DocuMate® scanners. With Advance Exchange plan customers receive priority phone support from senior level technicians for an unlimited number of incidents. If a scanner covered under the Advance Exchange Service Plan is deemed defective by our technical support department, a replacement scanner will be shipped the same day for next business day delivery, provided the call is made before noon local time. Expedited Air shipping for Bulk Replacements and for Canadian customers. Once the replacement scanner has been received, the customer will have 10 days to return the defective unit, using the provided pre-paid shipping label.

## ON-SITE MAINTENANCE PLAN

On-Site Maintenance coverage is the ultimate service plan and is only available for DocuMate® 6710 and 4799 production scanners. With the On-Site Maintenance plan customers receive an annual On-Site preventative maintenance check-up that includes one roller assembly kit, as well as priority phone support from senior level technicians for an unlimited number of incidents. If a scanner covered under the On-Site Maintenance plan is deemed defective by the Xerox® technical support department, the replacement process will be treated like the Advanced Exchange plan. On-Site Maintenance plan can be purchased for up to five years of continuous coverage.

## WARRANTY AND MAINTENANCE SERVICES AT A GLANCE

	Standard Manufacturer's Warranty	Advance Exchange	On-Site Service
24/7 Web Support Via Online Knowledge Base	✓	✓	✓
Toll Free Phone Support	✓	✓	✓
Extended Coverage		✓	✓
Priority Call Response		✓	✓
Return and Replace RMA	✓		
Priority Overnight RMA		✓	✓
4 hour On-Site Service Response*			✓
Next Bus Day On-Site Service Response*			✓
1 Annual On-Site Checkup			✓
1 Year Warranty Renewals		✓	✓

\* Choose one of these plans at the time of purchase.

\*\* Standard Warranty for production scanners includes complimentary Advance Exchange plan

# Warranty Terms and Conditions for Xerox® Scanners

## THE FOLLOWING TERMS APPLY FOR ALL WARRANTIES AND MAINTENANCE PLANS:

- Troubleshooting must be performed on the phone with our technical support department who will determine if the scanner needs to be repaired or replaced according to the terms of the warranty
- The warranty covers the repair or replacement of a hardware failure due to normal use or a manufacturer defect. The following is a non-comprehensive list of exclusions:
  - Damage caused by abuse, misuse, accident, modification, natural occurrences or disaster, theft, or an unsuitable physical or operating environment
  - Failure to maintain or improper maintenance of the scanner
  - Cosmetic defects or damage that does not interfere with the proper operation of the scanner
  - NCR or carbonless paper has chemical composition which can damage scanner rollers. Heavy use voids the factory warranty. Refer to the scanner user guide or call support for more details.
- If, during the course of a repair or replacement, there is no trouble found with the scanner or it is determined that the failure was caused by anything not covered by the warranty (including the items listed above), the customer may be billed for applicable costs
- If product under warranty cannot be repaired or brought back to manufacturer's specifications, a similar or better replacement unit will be provided
- Maintenance Plan sales are final
- Maintenance Plan data sheet contains terms applicable for U.S. and Canada only

## ADVANCE EXCHANGE / ONSITE PLAN

- Maintenance Plan begins at scanner(s) date of purchase (receipt may be required to validate purchase date)
- Maintenance Plan must be purchased within 90 days of sales date (see below for other options)
- Maintenance Plans are available as long as the scanner model is in production
- Maintenance Plans are stackable for three to five years of total coverage from date of scanner purchase, dependent on scanner model
- If a 1 or 2 year Advance Exchange Warranty is purchased and your model comes with a 3 year Standard Manufacturer's Warranty, coverage defers back to Standard Manufacturer's Warranty if renewal is not purchased

## ADVANCE EXCHANGE / ONSITE PLAN RENEWALS

- Maintenance Plan renewals are available for customers who are currently under the Advance Exchange / On-Site Maintenance Plans, or are out of their current plan. Standard Manufacturer's Warranty cannot be extended and is not stackable with Advanced Exchange upgrade plan options.
- Maintenance Plan renewals are for 12-month increments
- For out of expired Maintenance Plan units, customer(s) must purchase a renewal SKU multiplied by the number of years that either the upgrade plan has expired or from date of purchase, **plus** a renewal needed to cover the unit, for a minimum of the next 12 months.

Please reference the warranty and maintenance service plans table on the front page.

[www.xeroxscanners.com](http://www.xeroxscanners.com)

Limited Warranty Terms and Exclusions (what is not covered under warranty) can be located at [www.xeroxscanners.com/warranty](http://www.xeroxscanners.com/warranty). RMA or On-Site service requests must be made before 12 pm PST in order to be delivered the following business day. Prices, features, specifications, capabilities, appearance and availability of Xerox® products and services are subject to change without notice.

## SCANNERS AVAILABLE FOR ON-SITE MAINTENANCE SERVICE

### Production: 1-5 Year Options

Xerox® DocuMate® 4799 and 6710

### On-Site Warranty

#### Choose from 4-Hour Response or Next Business Day Service

- Includes one annual maintenance visit (Including a new roller assembly) for every year of On-Site Warranty
- Coverage available Monday through Friday 8:00 am to 5:00 pm, local time, (excluding US holidays)
- Troubleshooting must be performed on the phone with our technical support department
- Only Xerox and Visioneer technicians can authorize on-site service calls

The response times and service hours described above are the minimum times applicable to all products. Service hours may be extended depending on the make and location of the equipment. In the event the response times and service hours defined by the subcontractor used vary from those described above, the subcontractor's definitions will be in effect. As used herein, "Xerox shall respond" shall mean the commencement of diagnosis, problem resolution, maintenance or repair services, whether on-site or remote. Xerox makes no representations or warranties regarding the time required to complete the services.

## PRODUCT REGISTRATION REQUIRED

Standard or upgrade warranty registration required. Visit [www.xeroxscanners.com](http://www.xeroxscanners.com) and click on Register Your Scanner link