
Fujitsu Technical Assistance Center
800-626-4686

TAC is available Monday-Friday (excluding holidays)
5 a.m. to 5 p.m. PST

The flexibility to create a custom service program.

Enhancements

Service Description

Fujitsu enhancement services (sold separately) allow you to create a custom service program that is right for you. Add enhancement services to packaged programs (e.g. ScanCare, Basic) or select events as the need arises. Experiencing increased scanning volumes? Consider a Single Event Preventative Maintenance (PM) contract to keep your scanner in peak condition. Lost your key operator? Let the Fujitsu imaging experts train your new team. Whether you select Fujitsu packaged programs, enhancement services or ScanAid consumable kits, Fujitsu offers a program to meet your business needs.

Enhancement services are available across the United States, except certain Hawaiian Islands and areas of Alaska. Service is performed by a Fujitsu Authorized Field Service Engineer (FAFSE), either a Fujitsu employee or professionally trained Authorized Service Provider. Service will be provided between 8 a.m. and 5 p.m. local time, Monday through Friday (excluding holidays). Service outside the hours specified above may be available for rates and terms then in effect.

Training

A FAFSE will provide operator training on routine scanner maintenance, consumables replacement, scanner features, and basic system operation and troubleshooting. Training is available for Fujitsu departmental, low-volume and mid-volume scanners. Customer has the option to schedule in advance or call TAC to initiate training. The FAFSE will arrange the on-site training within two weeks of initiation.

Eligibility: Current warranty or Fujitsu contract Customer.

Installation

A FAFSE will unpack, set up, install and operationally verify scanner. Operator training on routine scanner maintenance, consumables replacement, scanner features, and basic system operation and troubleshooting is also provided. Customer has the option to schedule in advance or call TAC to initiate installation. Installation arrangements will be made to have a FAFSE on-site within two weeks of initiation. Connection to the customer's computer is not included.

Eligibility: Current warranty or Fujitsu contract Customer.

The Fujitsu logo consists of the word "FUJITSU" in a bold, red, sans-serif font. Above the letter "I" is a red infinity symbol.

THE POSSIBILITIES ARE INFINITE

Enhancements

Service Description

Single Event Preventative Maintenance (PM)

On-site event includes cleaning, inspection and adjustment, as well as required consumables and operator instruction on routine maintenance. Customer has the option to schedule in advance or call Fujitsu Technical Assistance Center (TAC) to initiate the single event PM. A FAFSE will arrange the on-site call within 2 weeks of initiation. Fujitsu departmental, low-volume and mid-volume products are eligible.

Eligibility: Current warranty or Fujitsu contract Customer.

Consumables included with Single Event Preventative Maintenance:

M4097D Series, fi-4640S, fi-4750C, fi-5530C, fi-4530C, fi-4340C	
Quantity	Description
1	Pad Assy
1	Pick Roller
fi-4750L	
Quantity	Description
1	Pad Assy
1	Pick Roller
1	Chute Roller
fi-5750C & fi-5650C Series	
Quantity	Description
1	Brake Roller
1	Pick Roller
M4099D Series, fi-4990C, fi-4860C Series	
Quantity	Description
1	Brake Roller
1	Pick Roller
1	Pad Assy
1	Lamp
fi-5900C	
Quantity	Description
1	Pad Assy
1	Brake Roller
1	Pick Roller
1	Separation Roller

About Fujitsu Computer Products of America, Inc.

Fujitsu Computer Products of America, Inc. is a subsidiary of Fujitsu Limited, a leading provider of customer-focused IT and communications solutions for the global marketplace. FCPA provides innovative solutions for the U.S. marketplace. Current product and service offerings include high performance hard disk drives, Magneto-Optical drives, scanners and scanner maintenance, palm vein recognition technology, 10Gb Ethernet switches and degaussers.

Fujitsu Computer Products of America, Inc.
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