



Our hassle-free service plans can reduce down time and control costs. You have enough to worry about. Let us cover your scanner.

Mail-in repair service for customers who operate in high-security areas, require asset tag tracking, or prefer to retain their existing scanner.

Depot Mail-In Service

The alternative to unit replacement

We understand that circumstances may dictate the need to have your scanner serviced off-site and returned to you after the repair. Whatever the reason, we've got you covered with Depot service. When there's a problem, you just ship the scanner to us, and we take care of the rest.

Help, quick and easy

Give us a call at our US-based Technical Assistance Center, and we'll help you identify the problem. If we determine a defect exists, we'll open a ticket for Depot service and give you detailed instructions on how to get your scanner to us.

We'll have it back to you fast

We know how important your scanners are to your workflow, and you can count on us to treat your problem with urgency. In most cases, once we've received your scanner, we'll get it fixed up and back to you in 5 business days.¹

Fast service for tracked assets.

Our Depot protection includes:



Most cases done
in 5 days



Repair Center
parts and labor

Can be added to eligible scanners during warranty or after the warranty has expired. Available in single-year or multi-year increments.

Talk to our knowledgeable service sales team to see how Depot service fits your organization.



888.425.8228 toll free



RicohDocumentScanners.com



Upgrade to ScanCare for even more benefits, like consumables delivery and user training!

Our very best service program offers everything you need to keep your scanners in top condition. Ask us about maximizing your investment with ScanCare!

¹ Some rare cases may take longer due to remote shipment areas or parts availability.

Depot

To initiate service under your contract, please call our US-based Technical Assistance Center at 800.626.4686.

Unit Repair and Return Service — Depot service includes spare parts, labor and one-way shipping back to Customer for verified hardware failures. Service is available across the United States. Service will be provided between 8 a.m. and 5 p.m. PST, Monday through Friday (excluding holidays). Depot service does not include preventative maintenance, consumables and cleaning materials, troubleshooting of software configuration, applications or setup.

Obtaining Service — In the event of a hardware failure, Technical Assistance Center (TAC) will assist the Customer in resolving the problem over the telephone. Customer must provide TAC with the product model number, part number, serial number and a description of the problem. Customer may be asked to run some simple, self-diagnostic tests and report the resulting status and error code messages. This will assist TAC in determining if the problem is the scanner or another component of Customer's system and if the problem can be resolved over the telephone. After TAC verifies a hardware problem, a service call will be initiated. TAC will open a Depot service call and provide instructions to ship the product to the PFU Service Depot Center.

Return of Repaired Scanner — Upon receipt of the product, the PFU Service Depot Center will repair product. The repaired product will be shipped back to Customer within five (5) business days.

No Trouble Found / Excluded Returns — If upon inspection of the defective scanner it is determined that the scanner is not defective, Customer will be billed by PFU at the then current "No Trouble Found" (NTF) charge for that scanner. If upon inspection of the defective scanner it is determined that the problem is caused by user maintainable items (consumables), Customer will be billed by PFU at the then-current NTF charge for that scanner plus applicable consumables.

Term — The term of this service offering shall be one year from the date of service purchase with activation card or receipt of signed Service Contract Quotation or Purchase Order.

Warranty — PFU warrants that all services will be performed in a professional manner. See Service Terms and Conditions.

Services Not Covered — Service does not include the following: • Electrical work external to the product, repair or replacement of product or increased service time required due to casualty, accident, damage, acts of God, transportation, missing parts, neglect, misuse or abuse, operator error, failure of proper management or supervision, unsuitable physical operating environment, use of supplies or accessories not approved by PFU or its Authorized Service Provider. • Service in connection with the installation, discontinuance or removal of the product. • Any service and/or parts replacement resulting from fraud, tampering, misuse or the uses of counterfeit components, assemblies or modules. • Accessories or missing parts, 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 User's Manual, nor does it cover 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.



Find out more about warranty and service programs at <https://www.pfu-us.ricoh.com/services>

