



Our experienced team of agents and engineers can help you maintain your equipment and get the most out of your investment.

fi-Series Service

Why choose our Service?

- Authorized technicians
- Improves uptime for scan quotas and deadlines
- Maintenance training for new employees
- Eliminates unbudgeted repairs
- Less expensive than time and materials
- Serviced equipment scans more pages
- Toll-Free Support, 5am to 5pm PT M-F
- Nationwide coverage, including Alaska and Hawaii
- Customer satisfaction rate of 98%
- Contract holders get priority phone service for shortest possible hold times



100% US-Based
Customer Service and Support



Experience you can trust

We have been making and servicing the world's most popular scanners since 1989, and we offer service options to fit your needs and your budget. Our technical support center is staffed with engineers who will resolve your technical issues immediately or expedite a field engineer to your site.

Talk to our service sales team to get protection today!



888.425.8228



www.pfu-us.ricoh.com

Service Plans

Which Service Plan fits my needs?

Choose the right level of service based on your scanning needs. If you need more information, please call your Value Added Reseller or call us at 888.425.8228. We will help you choose the correct coverage today.

ScanCare for moderate to heavy scanning environments

Includes prescheduled maintenance, a year's supply of cleaning materials and consumables, Next-Business-Day, 4-hour and 24/7 response times.

Basic for light to moderate scanning environments

On site break/fix coverage, workflow maintenance. Next-Business-Day, 4-hour and 24/7 response times.

Advance Exchange for light scanning

For scanners weighing less than 50 pounds. Includes next day replacement scanner delivery before 2 PM PT.

Depot for high security locations

For sites with strict asset control. Includes repair center coverage of spare parts and labor for all hardware errors.

Purchasable Options

- Training – Train your new staff on use of the Ricoh hardware and software.
- Installation – Professional installation of Ricoh hardware and software.
- Evaluation – Trial units available to ensure you have the right solution for your organization.
- ScanAid Kits – All-in-one kit with consumables and cleaning materials.

Service Plan	ScanCare	Basic	Advance Exchange	Depot
Parts and Labor	Yes	Yes	Yes	Yes
Shipping	Yes	Yes	Yes	Return
Response Options	NBD, 4 HR, 24/7	NBD, 4 HR, 24/7	NBD	5 day
Maintenance Visits	1 to 3	1	N/A	N/A
Consumables	Yes	N/A	N/A	N/A
Cleaning supplies	Yes	N/A	N/A	N/A
Shipping box & Label	N/A	N/A	Yes	N/A
Coterminous Monthly	N/A	Yes	Yes	Yes



ScanCare is our premium onsite service that includes consumables, cleaning supplies, and preventive maintenance visits.

- Automatically-scheduled preventative maintenance visits
- Onsite coverage of spare parts, labor, and travel for all hardware errors
- Consumables & Cleaning Supplies for a year of average usage
- Service available in Next-Business-Day, 4-hour and 24/7 options



- Onsite coverage of spare parts, labor, and travel for all hardware errors
- A singular preventive maintenance visit, automatically scheduled
- Service available in Next-Business-Day, 4-hour and 24/7 options



Advance Exchange replaces scanners the next day with free shipping and boxing materials.

- Next day replacement scanner delivery for hardware escalations before 2 PM PT
- Shipping box, packing material, and return shipping label provided



When security and asset management are important, choose Depot for mail-in repair service.

- Repair center coverage of spare parts and labor for all hardware errors
- Five day return after receipt of scanner
- Return shipping costs included



Find out more about warranty and service programs at www.pfu-us.ricoh.com