

# US and Canada Warranty Options for Xerox® Scanners



## STANDARD MANUFACTURER'S WARRANTY

All Xerox® 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 resources for troubleshooting and support information is also available at [www.xeroxscanners.com](http://www.xeroxscanners.com).

Every Xerox® scanner includes a Standard Manufacturer's Warranty to protect against internal hardware failure due to manufacturing defects. Your Standard Manufacturer's Warranty also includes **Scan Assurance**, which provides advance exchange on a scanner deemed defective by our technical support department within 30 days of the purchase date. Customer will be provided a return material authorization (RMA) number and a return shipping tag for the defective device. A replacement device will be shipped upon customer confirmation of returning of the defective unit. See Terms & Conditions or contact our technical support team for further details and exclusions.

After the Scan Assurance period, customer will be responsible for shipping the scanner deemed defective by our technical support department. Customer will be provided a RMA number which must be referenced on the return shipment. Once received by Xerox, a replacement unit will be sent to the customer at no cost, via ground shipping. See Terms & Conditions or contact our technical support team for further details and exclusions.

WARRANTY PERIOD BY SCANNER MODEL		
1-Year Standard Manufacturer's Warranty	3-Year Standard Manufacturer's Warranty	
D35 Scanner	D70n Scanner	FD70 Scanner
D35wn Scanner	DocuMate 6440	N60w Pro Scanner
Duplex Portable Scanner	DocuMate 4700	W110 Scanner
Duplex Travel Scanner	DocuMate 4830	W130 Scanner
	Duplex Combo Scanner	W150 Scanner

## CareAR® ASSIST LIVE SUPPORT

Your Xerox® scanner's Standard Manufacturer's Warranty now includes CareAR® Assist augmented reality support. With CareAR® live video support, agents can quickly provide annotated guidance, enabling faster problem diagnosis and resolution diagnosis, while creating an engaging customer experience and keeping everyone safe.

For more information, visit [www.visioneer.com/warranties](http://www.visioneer.com/warranties)

**Warranty upgrades are available through either our Advance Exchange or On-Site plans.**

## ADVANCE EXCHANGE PLAN

The Advance Exchange Plan can be purchased for up to five years of continuous coverage for most Xerox® scanners. 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 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 request is received before noon (12:00PM) 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 prepaid shipping label.

## ON-SITE PLAN

On-Site Plan coverage is the ultimate service plan and is only available for W100 series production scanners. With the On-Site 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. If a scanner covered under the On-Site Plan is deemed defective by the Xerox® technical support department, the replacement process will be treated like the Advance Exchange Plan. The On-Site Plan can be purchased for up to five (5) years of continuous coverage.

## PREVENTATIVE MAINTENANCE / CONSUMABLES BUNDLE\*

Production scanner customers can save over \$600 by purchasing a bundled maintenance plan. Includes five (5) maintenance kits and two (2) on-site preventative maintenance visits by a factory-trained technician. Available on Xerox® W110, W130 and W150 production scanners only.

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

\* Choose plan at the time of purchase.

# Warranty Terms and Conditions for Xerox® Scanners

## ON-SITE PLAN

### For Xerox® W110, W130 and W150 Production Scanners

- Choose from 4-hour response or next-business-day service options
- Includes one (1) annual maintenance visit (including a new roller assembly) for every year of On-Site Coverage
- Coverage available Monday through Friday 8 am to 5 pm local time (excluding US holidays)
- Troubleshooting must first be performed by phone with technical support department
- Coverage available for up to five (5) years

## PRODUCTION MAINTENANCE PACKAGE

### For Xerox® W110, W130 and W150 Production Scanners

- Includes five (5) maintenance kits and three (3) pickup rollers
- Includes two (2) on-site Preventative Maintenance visits from a factory-trained technician. Must be used within three (3) years of purchase.
- Coverage available Monday through Friday 8:00AM to 5:00PM local time (excluding US holidays)

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

- To receive the benefits of our warranty programs, customers are required to perform troubleshooting with our technical support department, which may include CareAR® Assist live support.
- Scan Assurance coverage is valid within the first 30 days of purchase, or to a maximum scan count of 100 scans for personal /mobile devices or 500 scans for workgroup/departmental or production devices. After such time, our standard return-and-replace RMA process shall apply.
- 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
- The terms and conditions contained herein apply to the U.S. and Canada only.

## PRODUCT REGISTRATION REQUIRED

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

## ADVANCE EXCHANGE / ON-SITE 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 / ON-SITE PLAN RENEWALS

- Maintenance plan renewals are available for customers who are currently under the Advance Exchange / On-Site Plans, or are out of their current plan. Standard Manufacturer's Warranty cannot be extended and is not stackable with Advance Exchange upgrade plan options.
- Maintenance plan renewals are for 12-month increments
- For 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.

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.

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

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