

Xerox[®] DocuMate[®] Scanner Warranty Programs

Selecting an affordable and flexible warranty ensures maximum up-time and utilization of your Xerox[®] scanner equipment through our U.S.-based technical support and customer service professionals.

Standard Warranty

Each product is shipped with a Standard one-year warranty including toll-free technical phone support, access to our extensive online Knowledgebase, and a return-then-replace service in the event an RMA (return material authorization) is needed. Warranty extensions are available through either our Advance Exchange or Onsite Service warranties. (U.S. & Canada)

Advance Exchange Warranty

Available for Workgroup and Departmental scanners, the Advance Exchange Warranty may extend your warranty up to a total of 5 years of warranty coverage. It also includes priority phone responses to our technical support team and problem escalation for an unlimited number of incidents. Should our technical support specialist determine a replacement is required, a replacement unit will be shipped in advance via overnight service for a next business day delivery.

Onsite Service Warranty

The ultimate service available for Production scanners, the Onsite Service Warranty may be purchased for up to 5 years of total coverage. Priority phone technical support is provided for an unlimited number of incidents, and in the unlikely event our technical support team determines that the unit is experiencing a hardware failure, a replacement unit will be shipped in advance via overnight for next business day delivery and a technician will be dispatched onsite the next business day to set up the unit with minimal downtime. (U.S. & Canada) Maintenance Kits, consumables and accessories are available through your distribution partner and www.xeroxscanners.com.

Preventative Care and Maintenance

Maintain your scanner performance. Maintenance kits are necessary in order to clean, maintain, and extend the operational life of your scanner. Cleaning and maintenance is recommended to be performed routinely. Please reference your product manual for detailed instructions.

Xerox Technical Support

1-800-648-0410 or 1-925-251-6330, Monday – Friday (except holidays),
6:00 am – 4:00 pm Pacific



Key Benefits of Advance Exchange Warranty

- U.S.-based Technical Support Team
- Priority Call Response
- Remote diagnostics
- Overnight delivery of replacement unit

Key Benefits of Onsite Service Warranty

- Priority Response by expert technicians
- Comprehensive trouble-shooting
- Next business day repair
- Best protection, peace of mind

Warranty Features	Standard Warranty	Advance Exchange	Onsite Service
24/7 Web Support <ul style="list-style-type: none"> Technical support available via the Knowledgebase at www.xeroxscanners.com 	✓	✓	✓
Toll Free Line <ul style="list-style-type: none"> Technical Support by phone is available toll-free at 800-648-0410 	✓	✓	✓
Extended Coverage <ul style="list-style-type: none"> Warranties may be purchased for up to 5 years of coverage from the date of purchase. New Warranties must be purchased within 90 days of date of purchase. 		✓	✓
Priority Call Response <ul style="list-style-type: none"> Calls are handled more quickly, and in a higher priority than Standard Warranty customers. <ul style="list-style-type: none"> Avg. Hold Time < 2 minutes Avg. Time to Resolution < 10 minutes 		✓	✓
Return and Replace RMA <ul style="list-style-type: none"> RMA exchanges are available via a return and replace process. Customers first send back defective unit. Once defective unit is received, a replacement is then sent out via Ground service. 	✓		
Priority Overnight RMA <ul style="list-style-type: none"> RMA replacements are first shipped via overnight delivery to the customer. Once the customer receives the replacement, they package the defective unit and send back the unit. 		✓	
On-Site Service <ul style="list-style-type: none"> If Technical Support determines the problem is failed Hardware: <ul style="list-style-type: none"> A technician will be dispatched the Next Business Day after delivery of the replacement to exchange the unit at the customer site. Service available in US and Canada at 800-648-0410 			✓
1 Year Warranty Renewals <ul style="list-style-type: none"> Can be purchased anytime up to 90 days after expiration of standard warranty or Advance Exchange/ Onsite Service agreement. Retroactive to either date of scanner purchase (if no prior warranty was purchased) or expiration of Advance Exchange/Onsite Service Warranty, whichever is later. Stackable for up to 5 years of total coverage from date of scanner purchase. Available as long as Scanner Model is in production. 		✓	✓

Scanners available for Advance Exchange Warranty			
Mobile: 1-3 year options	Workgroup: 1-5 year options		Departmental: 1-5 year options
Travel Scanner 100 Card Scanner 200 DocuMate 3115	DocuMate 150 DocuMate 152 DocuMate 162 DocuMate 262i	DocuMate 515 DocuMate 700 DocuMate 3920	DocuMate 3460 DocuMate 3640
Scanners available for Onsite Service			
Production Scanners: 1-5 year options			
DocuMate 742 DocuMate 752 DocuMate 765			

Limited Warranty Terms and Exclusions (what is not covered under warranty) can be located at www.xeroxscanners.com/warranty. Credit Card required in order to secure Advanced shipment of the replacement. RMA or onsite service requests must be made before 12pm PST in order to be delivered the following business day. Prices, features, specifications, capabilities, appearance and availability of Visioneer and Xerox products and services are subject to change without notice. 11/10

©2010 Xerox Corporation. All Rights Reserved. XEROX® and XEROX and Design® are trademarks of Xerox Corporation in the United States and/or other countries.

