



# Xerox® DocuMate® Warranty Options

Selecting an affordable and flexible warranty ensures maximum up-time.

## Standard Warranty

All DocuMate scanners come with U.S.-based, toll-free technical support at 800-648-0410. Warranties are valid in the U.S. and Canada. Online Knowledgebase for troubleshooting and support information is also available 24/7 at [www.xeroxscanners.com](http://www.xeroxscanners.com).

Every DocuMate scanner also includes a standard one-year warranty\*. The standard warranty protects against hardware failure due to manufacturing defects. Under this warranty, if a scanner is deemed defective by our technical support department, an exchange will be made using a return and replace process. Technical support will provide the customer with an RMA (Return material authorization), the customer then sends back the defective unit and once received, a replacement unit is sent via ground shipping. The customer is responsible for covering the cost of shipping the defective unit, but shipping the replacement unit will be covered by Xerox. Warranty upgrades are available through either our Advance Exchange or On-Site Service warranties, (U.S. & Canada Only).

## Advance Exchange Warranty

The Advance Exchange Warranty can be purchased for up to 5 years of continuous coverage for most DocuMate scanners. Advance Exchange Warranty customers receive priority phone support from senior level technicians for an unlimited number of incidents. If a scanner covered under the Advance Exchange Warranty is deemed defective by our technical support department, a replacement scanner will be shipped the same day for next business day delivery, provided the call is made before noon Local Time. Once the replacement scanner has been received, the customer will have 10 days to return the defective unit, using the provided pre-paid shipping label.

## On-Site Warranty

On-Site Warranty coverage is the ultimate service plan and is currently only available for the DocuMate® 4790 and 4799 production scanners. On-Site Warranty 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 for an unlimited number of incidents. If a scanner covered under the On-Site Warranty is deemed defective by the Xerox technical support department a technician will be dispatched on-site Monday-Friday 8:00 am to 5:00 pm (local time) to initiate repair either within 4 hours or the next business day depending on the service level purchased and time of day the call was made. On-Site service can be purchased for up to 5 years of continuous coverage.

## Preventative Maintenance (PM) Service

For customers who want to ensure their equipment is always operating at peak performance preventative maintenance service visit(s) are available for purchase (with a roller assembly), for the DocuMate 4790 and 4799. Additional PM visits can be purchased to cater to demanding environments. PM visits include travel time, scanner check-up, thorough cleaning, and installation of roller assembly. In addition to the standard annual PM visit customers can choose to purchase additional PM plans; 1X, 3X, and 11X visits.

To initiate the Preventative Maintenance Service, customers will need to call into Xerox® Scanner Support at 800-648-0410 and request an appointment. PM Service cannot be scheduled automatically.

## Installation Support

Xerox® DocuMate® scanners have won numerous awards for ease of use and installation as they are truly plug-and-play. However, for customers that want premium service, Xerox offers complete installation support. This service for select DocuMate scanners includes un-boxing, installation of scanner hardware, test scan, and removal of packaging. Contact your reseller or Xerox® scanner sales representative for information on how to order this service.

## Contact

For further information regarding Xerox® scanner warranty products contact your reseller or Xerox® scanner sales representative Monday – Friday (except holidays), 6:00 am – 4:00 pm Pacific Time at 1-800-648-0410 or 1-925-251-6330, or visit [www.xeroxscanners.com](http://www.xeroxscanners.com).



### Warranty Features at a Glance

	Standard Warranty	Advance Exchange	On-Site Service
24/7 Web Support Via Online Knowledge Base	✓	✓	✓
Toll Free Phone Support	✓	✓	✓
Extended Coverage		✓	✓
Priority Call Response		✓	✓
Return and Replace RMA	✓		
Priority Overnight RMA		✓	✓
4 hour On-Site Service Response**			✓
Next Bus Day On-Site Service Response**			✓
1 Annual On-Site Checkup			✓
1 Year Warranty Renewals		✓	✓

\* DocuMate 4790 and 4799 scanners ship standard with a 90-day Advanced Exchange Warranty

\*\* Choose one of these plans at the time of purchase.

# Warranty Terms and Conditions for Xerox® Scanners

## For all warranties the following terms apply:

- Troubleshooting must be performed on the phone with our technical support department who will determine if the scanner needs to be repaired or replaced according to the terms of the warranty
- 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 do not interfere with the proper operation of the scanner
- 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 can not be repaired or brought back to manufacturer's specifications, a like replacement unit will be provided of exact or similar features
- 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.
- Warranty sales are final
- Warranty data sheet contains warranty terms applicable for U.S. and Canada only

## Advance Exchange / Onsite Warranty

- Warranty begins at scanner(s) date of purchase (receipt may be required to validate purchase date)
- Warranty must be purchased with-in 90 days of sales date (see below for other options)
- Warranties are available as long as the scanner model is in production
- Warranties are stackable for 3 to 5 years of total coverage from date of scanner purchase

## Advance Exchange / Onsite Warranty Renewals

- Warranty renewals are available for customers who are currently under the Advance Exchange / Onsite Warranty, or are out of warranty. Standard warranty cannot be extended and is not stackable with Advanced Exchange warranty upgrade options.
- Warranty renewals are for 12 month period increments
- For out of warranty units, customer(s) must purchase a renewal sku multiplied by the number of years that either the upgrade warranty has expired or from date of purchase; **plus** a renewal needed to cover the unit, for a minimum, of the next 12 months.

Please see the warranty features table on the front page.

### Scanners Available for On-Site Repair Service

#### Production: 1-5 Year Options

Xerox® DocuMate® 4790  
Xerox® DocuMate® 4799

### On-Site Warranty

#### Choose from 4-Hour Response or Next Business Day Service

- Includes one annual maintenance visit (Including a new roller assembly) for every year of On-Site Warranty
- Coverage available Monday through Friday 8:00 am to 5:00 pm, local time, (excluding US holidays)
- Troubleshooting must be performed on the phone with our technical support department
- Only Xerox® and Visioneer® technicians can authorize on-site service calls

### Product Registration Required

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

For more information about Xerox® Scanners, please visit [www.xeroxscanners.com](http://www.xeroxscanners.com)

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.

Limited Warranty Terms and Exclusions (what is not covered under warranty) can be located at [www.xeroxscanners.com/warranty](http://www.xeroxscanners.com/warranty). RMA or On-Site service requests must be made before 12 pm PST in order to be delivered the following business day. Prices, features, specifications, capabilities, appearance and availability of Xerox® products and services are subject to change without notice.

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