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Technical Support

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Warranty Features



- [Warranty Terms & Conditions](#)
- [Standard Service and Support Warranty](#)

	Warranty Features	Standard	Advance Exchange	Onsite Service
24/7 Web Support	<ul style="list-style-type: none"> ▪ Technical support available via the KnowledgeBase on the Support website 	✓	✓	✓
Toll-Free Line	<ul style="list-style-type: none"> ▪ Technical Support by phone is available via a 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. <ul style="list-style-type: none"> ▪ 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 it back. 		✓	
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 			✓
1 Yr 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. 		✓	✓

*RMA requests must be made before 12pm PST in order to be delivered the following business day.