

Ricoh / Fujitsu fi and N Series RTB Scanner Warranty Upgrades including ASAP & Next Business Day Exchange Offerings February 2024.

On-site warranty offerings are not available for the fi and N Series RTB (Return To Base) scanners from Ricoh, Fujitsu or Locktec, please refer to Appendix "B" below. Neither Ricoh, Fujitsu or Locktec sanction any non-authorised third-party offerings of extended RTB or on-site warranties*.

fi and N Series RTB Standard Three-year RTB Warranty Offering

Applicable models:

fi-70f, fi-7140, fi-7240, fi-7160, fi-7260, fi-7180, fi-7280, fi-7300NX, fi-7460, fi-7480, fi-7600, fi-800R, fi-8040, fi-8150U, fi-8250U, fi-8150, fi-8250, fi-8170, fi-8270, fi-8190, fi-8290, N7100E.

Standard Terms and Conditions

The limited warranty set forth on this extended warranty is provided by Locktec Australia Pty Ltd (here on known as Locktec) with respect to the Ricoh / Fujitsu scanner and the original purchaser (customer). With the optional 2 (Two) Year Warranty Upgrade on top of the factory one-year return to base warranty. Locktec warrants that the scanner shall be free from defects in materials and workmanship excluding consumables for a total of (3) Three Years on parts and labour. At its option, Locktec will repair or replace at no charge, excluding consumables, Ricoh / Fujitsu scanner products which prove to be defective within the warranty period. This limited warranty shall not apply if the scanner has been damaged by unreasonable use, accident, negligence, improper packaging during shipment or modification by anyone other than a authorised service technician or by any other causes unrelated to defective materials or workmanship. To receive in-warranty service, a defective product must be delivered, prepaid, to the Locktec service centre only no later than (2) Two Weeks after the end of the warranty period. Locktec is responsible for freight and insurance for products returned to the customer.

We highly recommend that you insure the shipment as Locktec is not liable for damage in transit.

Locktec has the right to ask for proof of purchase; failure to supply proof of purchase when requested may jeopardise the warranty. In addition, a Return Authorisation (RA) number must be obtained and be clearly displayed on the shipping container. To obtain your RA number refer to <https://www.locktec.com.au/service-requests/>. All delivery costs or shipping charges to return defective product under the warranty policy must be prepaid. Locktec is not responsible for any damage to products if they are shipped to us in non-original packaging. Locktec is not responsible and assumes no liability for any loss or damage occurred during shipment. Insuring product for its value is the responsibility of the purchaser. Repackage the scanner in its original packaging or in a sturdy cardboard box with sufficient packing foam. Items physically damaged in transit are NOT covered by warranty. Defective parts or a defective scanner will be repaired or exchanged for comparable parts of equal value.

EXCEPT FOR THE EXPRESSED WARRANTY STATED ABOVE, LOCKTEC AUSTRALIA PTY LTD MAKES NO OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED.

Ricoh / Fujitsu fi Series RTB Scanner ASAP Exchange Three Year Warranty Offering

Applicable models:

fi-7140, fi-7240, fi-7160, fi-7260, fi-7180, fi-7280, fi-7300NX, fi-7460, fi-7480, fi-7600, fi-800R, fi-8150U, fi-8250U, fi-8150, fi-8250, fi-8170, fi-8270, fi-8190, fi-8290.

ASAP Warranty Offerings - Variations to the Standard Terms and Conditions

- Locktec provides a stock of swap out units, which Locktec manages.
- The freight of the scanner from and to the customer's premises within Australia will be borne by Locktec.
- A replacement scanner will be despatched once Locktec has confirmed by telephone that the in-field scanner is faulty and cannot be rectified by operator personnel.
- If the faulty scanner is not received by Locktec within two weeks of despatch of the replacement unit from Locktec, the purchase of the ASAP warranty will authorise Locktec to raise an invoice for the full RRP price of the replacement unit. The original faulty unit will no longer be accepted for return.
- Scanners with "No Fault Found" (NFF) or non-warranty repairs, general maintenance etc will be chargeable at the standard hourly rate; non-warranty repairs and "No Fault Found" (NFF) will incur all freight charges.
- The warranty does not cover damage by unreasonable use, accident or negligence, consumables (pads, rollers, lamps), damage due to inappropriate packaging, internal or external contamination or any other issue not related to a manufacturing component failure. See Terms and Conditions below.
- If the customer does not have suitable packaging Locktec will provide packaging delivered to the customer's premises for a minimal fee.
- This warranty does not cover DOA units.

Standard Terms and Conditions

The limited warranty set forth on this extended warranty is provided by Locktec Australia Pty Ltd (here on known as Locktec) with respect to the Ricoh / Fujitsu scanner and the original purchaser (customer). With the optional 2 (Two) Year Warranty Upgrade on top of the factory one-year return to base warranty. Locktec warrants that the scanner shall be free from defects in materials and workmanship excluding consumables for a total of (3) Three Years on parts and labour. At its option, Locktec will repair or replace at no charge, excluding, consumables Ricoh / Fujitsu scanner products which prove to be defective within the warranty period. This limited warranty shall not apply if the scanner has been damaged by unreasonable use, accident, negligence, improper packaging during shipment or modification by anyone other than a authorised service technician or by any other causes unrelated to defective materials or workmanship. To receive in-warranty service, a defective product must be delivered, prepaid, to the Locktec service centre only no later than (2) Two Weeks after the end of the warranty period. Locktec is responsible for freight and insurance for products returned to the customer.

We highly recommend that you insure the shipment as Locktec is not liable for damage in transit.

Locktec has the right to ask for proof of purchase; failure to supply proof of purchase when requested may jeopardise the warranty. In addition, a Return Authorisation (RA) number must be obtained and be clearly displayed on the shipping container. To obtain your RA number refer to <https://www.locktec.com.au/service-requests/>. All delivery costs or shipping charges to return defective product under the warranty policy must be prepaid. Locktec is not responsible for any damage to products if they are shipped to us in non-original packaging. Locktec is not responsible and assumes no liability for any loss or damage occurred during shipment. Insuring product for its value is the responsibility of the purchaser. Repackage the scanner in its original packaging or in a sturdy cardboard box with sufficient packing foam. Items physically damaged in transit are NOT covered by warranty. Defective parts or a defective scanner will be repaired or exchanged for comparable parts of equal value.

EXCEPT FOR THE EXPRESSED WARRANTY STATED ABOVE, LOCKTEC AUSTRALIA PTY LTD MAKES NO OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED.

Ricoh / Fujitsu fi Series RTB Scanner Next Business Day (NBD) Exchange Three Year Warranty Offering

Applicable models:

fi-7140, fi-7240, fi-7160, fi-7260, fi-7180, fi-7280, fi-7300NX, fi-7460, fi-7480, fi-7600, fi-800R, fi-8150U, fi-8250U, fi-8150, fi-8250, fi-8170, fi-8270, fi-8190, fi-8290.

Next Business Day (NBD) Exchange Warranty Offerings - Variations to the Standard Terms and Conditions

- RA request must be logged before 2:00 pm Australian EST.
- The service is only available to locations covered by the Next Business Day Network. For locations included in the Next Business Day Network please refer to Appendix A.
- The delivery is deemed by the terms and conditions of the carrier. Locktec will not be liable for delayed deliveries due to network delays.
- Locktec provides a stock of swap out units, which Locktec manages.
- The freight of the scanner from and to the customer's premises within Australia will be borne by Locktec.
- A replacement scanner will be despatched once Locktec has confirmed by telephone that the in-field scanner is faulty and cannot be rectified by operator personnel.
- If the faulty scanner is not received by Locktec within two weeks of despatch of the replacement unit from Locktec, the purchase of the ASAP warranty will authorise Locktec to raise an invoice for the full RRP price of the replacement unit. The original faulty unit will no longer be accepted for return.
- Scanners with "No Fault Found" (NFF) or non-warranty repairs, general maintenance etc will be chargeable at the standard hourly rate; non-warranty repairs and "No Fault Found" (NFF) will incur all freight charges.
- The warranty does not cover damage by unreasonable use, accident or negligence, consumables (pads, rollers, lamps), damage due to inappropriate packaging, internal or external contamination or any other issue not related to a manufacturing component failure. See Terms and Conditions below.
- If the customer does not have suitable packaging Locktec will provide packaging delivered to the customer's premises for a minimal fee.
- This warranty does not cover DOA units.

Standard Terms and Conditions

The limited warranty set forth on this extended warranty is provided by Locktec Australia Pty Ltd (here on known as Locktec) with respect to the Ricoh / Fujitsu scanner and the original purchaser (customer). With the optional 2 (Two) Year Warranty Upgrade on top of the factory one-year return to base warranty. Locktec warrants that the scanner shall be free from defects in materials and workmanship excluding consumables for a total of (3) Three Years on parts and labour. At its option, Locktec will repair or replace at no charge, excluding consumables, Ricoh / Fujitsu scanner products which prove to be defective within the warranty period. This limited warranty shall not apply if the scanner has been damaged by unreasonable use, accident, negligence, improper packaging during shipment or modification by anyone other than a authorised service technician or by any other causes unrelated to defective materials or workmanship. To receive in-warranty service, a defective product must be delivered, prepaid, to the Locktec service centre only no later than (2) Two Weeks after the end of the warranty period. Locktec is responsible for freight and insurance for products returned to the customer.

We highly recommend that you insure the shipment as Locktec is not liable for damage in transit.

Locktec has the right to ask for proof of purchase; failure to supply proof of purchase when requested may jeopardise the warranty. In addition, a Return Authorisation (RA) number must be obtained and be clearly displayed on the shipping container. To obtain your RA number refer to <https://www.locktec.com.au/service-requests/>. All delivery costs or shipping charges to return defective product under the warranty policy must be prepaid. Locktec is not responsible for any damage to products if they are shipped to us in non-original packaging. Locktec is not responsible and assumes no liability for any loss or damage occurred during shipment. Insuring product for its value is the responsibility of the purchaser. Repackage the scanner in its original packaging or in a sturdy cardboard box with sufficient packing foam. Items physically damaged in transit are NOT covered by warranty. Defective parts or a defective scanner will be repaired or exchanged for comparable parts of equal value.

EXCEPT FOR THE EXPRESSED WARRANTY STATED ABOVE, LOCKTEC AUSTRALIA PTY LTD MAKES NO OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED.

Appendix A

Next Business Day National Network

For next business day delivery, Express Post items can be sent between all locations listed below.

Location:	Postcode Range/s
Canberra	0200-0250; 2600-2639; 2900-2920
Sydney and Suburbs	1000-1404, 1411-1920, 2000-2249, 2555-2574, 2740-2786
Gosford Region	2250-2263
Newcastle	2280-2300; 2302-2310
Wollongong Area	2500-2530
Melbourne and Suburbs	3000-3210, 3335-3338, 3340 ² , 3427-3443, 3750 ² , 3751-3754, 3755-3757 ² , 3758-3810, 3910-3915, 3926-3944, 3975-3978 ² , 3980-3981, 8000-8899
Geelong and Suburbs	3211-3220
Ballarat	3350; 3353-3356
Bendigo	3550; 3552-3556
Shepparton/Mooroopna/Kialla	3629-3632 ²
Seymour	3660-3661
Latrobe Valley	3825; 3840-3844
Brisbane	4000-4209
Gold Coast	2484-2490, 4210-4299, 9726
Booval/Ipswich Areas	4300-4305
City of Toowoomba	4350
Strathpine/Caboolture	4500-4510, 4520
Sunshine Coast Areas	4550-4601
Maryborough City	4650 ²
Hervey Bay	4655
Bundaberg City	4670 ²
Adelaide	5000-5199, 5800-5999
Hobart Area	7000-7019, 7050-7053, 7055, 7172 ² , 7892
Launceston	7248-7325
Perth CBD	6000-6005; 6800-6899

¹ Days after posting.

² Service guaranteed to Township only.

³ [Saturday delivery](#) is only available if you post your item on a Friday to an address within the same state in our Express Post Saturday Delivery network and meet the Express Post Saturday Delivery service conditions. This service will not operate on scheduled public holidays. If the public holiday falls on a Friday or Saturday, the next day of delivery (for Express Post items posted before closing time on the business day before the public holiday) will be the next business day after the public holiday.

⁴ Next business day delivery to roadside addresses or offshore islands is not guaranteed.

⁵ Service guaranteed to Mail Centre Post Office Boxes only.

Appendix B

Onsite warranty is not a practical option for the fi and N Series RTB Scanner.

- It is not practical to provide documentation and training to personnel at national Service centre sites.
- The scanners are built extremely compact and require an intimate knowledge of the units to perform maintenance.
- The scanners are compact in size and light weight which makes them ideal for overnight transportation.
- By the time a field technician would be able to attend the scanner on site, diagnose the problem and order appropriate parts and then return to fit those parts a tested known good scanner could have been delivered to the customer and a operator is able to exchange the unit as no technical expertise is required for this procedure, telephone support is provided free of charge

*Ricoh scanners are supported by Fujitsu Australia Limited. Locktec Australia Pty Ltd is Fujitsu's authorised service provider for the fi and N Series RTB scanners within Australia and New Zealand, third party repairers do not have access to factory support services, local support services, documentation or warranty replacement programs.

Customers who purchase third party warranties will be turned away and not provided with support outside the standard factory warranty.

General

- The terms and conditions are valid till the next issue and may be changed without notice, please contact Locktec Australia Pty Ltd on 1300 55 22 50 for updated information.
- All Locktec supported scanners carry a twelve months return to base warranty unless otherwise specified.
- Please don't hesitate to contact Locktec on 1300 55 22 50 or email service@locktec.com.au if further information is required.