

Image Access Service and Warranty Policies

Congratulations on the purchase of an Image Access scanner. Our products are designed to deliver the highest performance and reliability. All Image Access scanners are covered by the following Limited Warranty:

Limited Warranty

Image Access provides the following Limited Warranty on all scanners purchased either directly from Image Access or through an authorized distributor or reseller. Image Access warrants - for a period of 24 months beginning from the time of the purchase - that a scanner is:

- ✓ Free from defects in material.
- ✓ Free from defects in workmanship.
- ✓ Free from defects in mechanical, optical and electrical design.
- ✓ Conformant to the applicable performance specifications.

An Image Access scanner found to be defective or a scanner which does not conform to the product specifications will be repaired or replaced with a new or refurbished product, at Image Access' option. Proof of purchase is required to demonstrate eligibility for warranty service.

Extended Warranty Programs

Image Access offers additional extended warranty programs to augment its Limited Warranty and to assist with the proper use and care of the product. All Image Access products represent an important investment and have been designed to provide the functionality, performance and durability required to remain competitive in a service provision scenario. The sudden loss of this productivity, even temporarily, could seriously affect the ability to meet commitments. Downtime can be very expensive, not just in the cost of the repair but also in production time lost. To help alleviate these problems, Image Access offers the following extended warranty programs, in addition to its Limited Warranty; which is provided with every product free of charge.

Limited Warranty	Extended Warranty	Onsite Service	Provider
		✓ Free Telephone Support	Service Partner
		✓ Free Onsite Repair	Service Partner
		✓ Free Scheduled Maintenance Visits	Service Partner
	✓ Free Spare Parts (1)	✓ Free Spare Parts (1)	Image Access
	✓ Free Software Updates (2)	✓ Free Software Updates (2)	Image Access
	✓ Free Support Calls (3)	✓ Free Support Calls (3)	Image Access
✓ Return to Depot	✓ Free Return to Depot (4)	✓ Free Return to Depot (4)	Image Access

An **Extended Warranty** subscription can be obtained through the service portal at www.imageaccess.de. Subscription to the Extended Warranty program requires that the device covered by the service program be registered through the service portal with its serial number. The Extended Warranty program can be purchased up to 30 days after the initial purchase of the product and will cover a period of 12 months after the program purchase date. It can be renewed up to four times; each renewal will cover an additional 12 months. Approximately 30 days before the Extended Warranty program expires, an automated eMail reminder will be sent to the registered customer. A renewal can be purchased at any time up to 30 days after the previous coverage has expired. If the Extended Warranty has not been renewed after more than 30 days, the program will end and cannot be renewed without a service visit.

The **Onsite Service** program includes additional services provided by an Authorized Service Provider (ASP). The service provider may offer free telephone support, free scheduled maintenance visits and free onsite repair if necessary. These offers vary in respect to response time, price and availability.

(1) The **Free Spare Parts** program is one of the most innovative in the industry. Image Access will provide free spare parts for the duration of the subscription period as long as the product has not been exposed to any of the conditions listed in the **Warranty Exclusions** paragraph. The only parts not covered by this program are consumables such as glass, transport wheels, scanning targets and other parts considered to be consumables of the specific product. The **Free spare parts** program applies to lamps, as long as they are LED based.

An eligible scanner may be returned to the depot for a part replacement, with a Return Material Authorization (RMA) Number as described in section (4). The customer may also choose to request an RMA number for a spare part through the Image Access service portal at www.imageaccess.de and only return the broken part to the depot.

(2) The **Free Software Updates** program ensures that the customer always has access to the latest firmware and software released for the product. All updates can be obtained online at www.imageaccess.de, www.imageaccess.com and/or through any of the other authorized, localized websites. Customers who have obtained this additional service will receive eMail notifications about the availability of updates and other valuable information.

(3) The **Free Support Calls** program assists in resolving problems over the telephone. To avoid delays, the customer should have the serial number of the scanner available at the time of the call. The serial number is the only required proof of ownership and also serves as proof of validity of any of the additional service programs subscribed to.

The user may be asked to run some simple, self-diagnostic tests and report the resulting status and error code messages to the support team. The user may also be asked to eMail sample scans and other information present in the scanner or software product. This will assist the support team in determining if the problem is found in the Image Access scanner, in software or another component and if the problem can be resolved over the phone. If the support group determines that a hardware problem exists, which is covered either by the Limited Warranty or a purchased service program; an RMA number will be assigned as required, a service request will be initiated and repair or replacement procedures will follow.

(4) The **Return to Depot** service is included in all warranty programs. Instructions will be provided for shipping the product to the nearest authorized Depot Repair Center, currently located at either Image Access in Europe and Image Access in the United States. The product must be shipped at the eligible purchaser's risk and expense to the repair center. If the **Extended Warranty Option** applies, all shipping expenses will be reimbursed both from and to the purchaser's site. Shipping must be in accordance with the **Packaging and Shipping Guidelines**. Eligible purchasers seeking services for an Image Access Product must obtain a Return Material Authorization (RMA) number by visiting our website at www.imageaccess.de, www.imageaccess.com or visiting any of the localized sites. The RMA number must be clearly marked on the outside of the box or crate to ensure proper receipt and handling of the defective product. Upon receipt of the product, the repair center will usually repair the product within ten (10) business days if the RMA has been filed correctly and no further information is required from the customer. The repaired product will be shipped back at no expense to the eligible purchaser.

How to obtain Limited Warranty Service

To obtain Limited Warranty Service for your scanner, the device must be registered in the service portal with its serial number, shortly after purchasing the device. Unregistered scanners are not eligible for any warranty service.

Image Access scanners are supplied with a Setup and Assembly Manual and an Operation Manual. Careful reading of the manuals will answer most, if not all, of the technical questions the user might have regarding proper installation, operation and maintenance of the product. However, should additional technical support be required, the product owner may visit our website at: www.imageaccess.de, www.imageaccess.com or any of the other localized sites.

Packaging and Shipping Guidelines

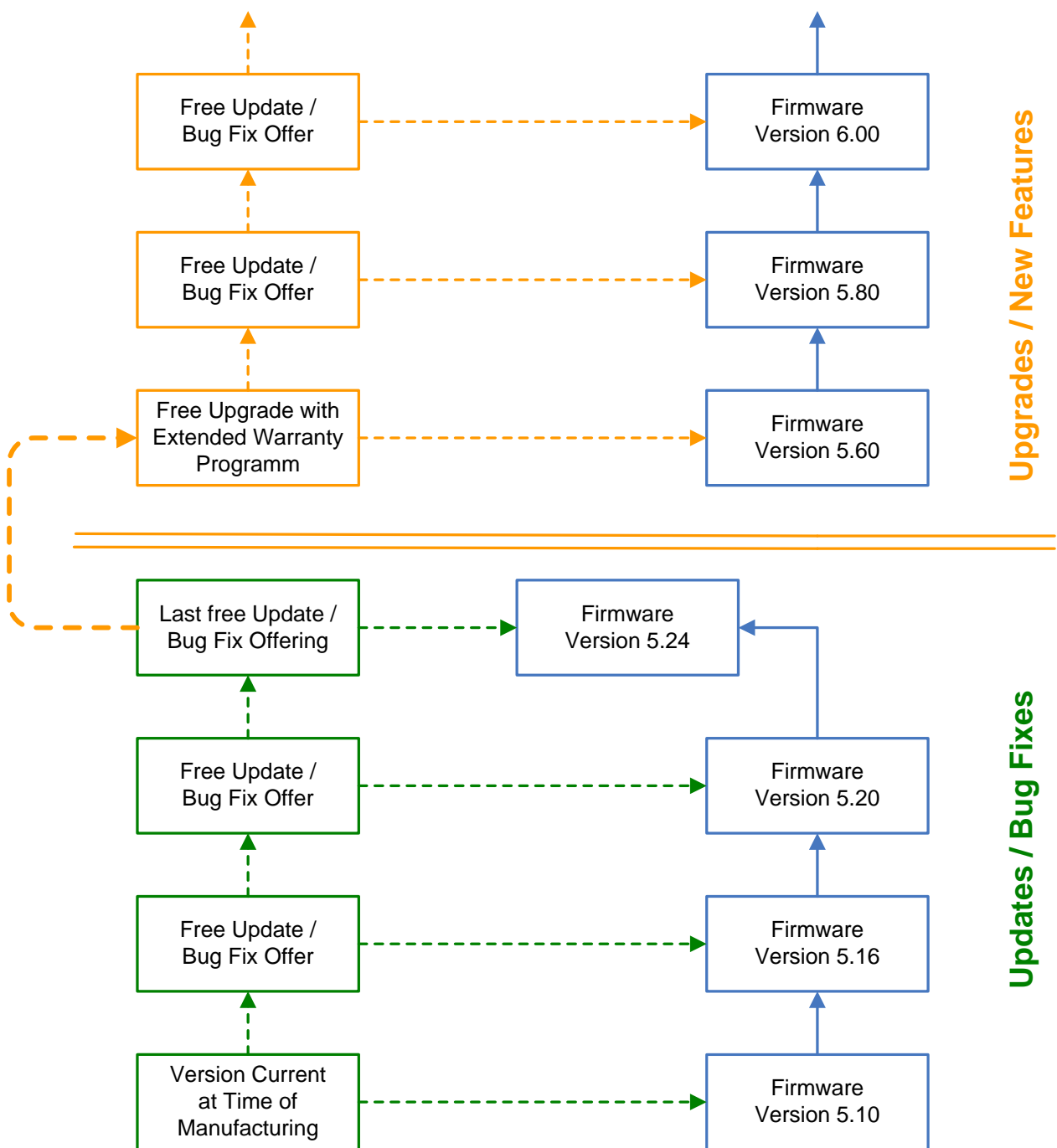
The purchaser must ship all warranty returns in careful compliance with the packaging and shipping guidelines described in the Setup and Assembly Manual. Failure to do so will void the product's warranty. Image Access advises the purchaser to keep the original box and packing materials for storing or shipping. The purchaser must return only the scanner. Prior to shipment, the purchaser must remove and retain all "add-on" items, (i.e. adapters, cables, software, manuals, floor stands etc.). Image Access accepts no responsibility for these items and they may not be returned with the repaired or replaced product. All products must be returned in the original shipping container. The purchaser must install any original shipping restraints - if applicable - before the scanner is shipped. If the original packaging is no longer available, contact the organization from which the product was purchased for assistance.

Software Update Procedures

Software or firmware updates are a very important part in the life cycle of a product. These updates can be broken into two categories.

- 1) Updates or bug fixes. These are freely available through our service portal
- 2) Upgrades containing new features. To access firmware updates that contain new features, the scanner must be actively covered under the **Extended Warranty** program.

Updates are published regularly on our website at: www.imageaccess.de, www.imageaccess.com or any of the other localized sites.



Warranty and Service Exclusions

Purchasers of products from foreign distribution channels must seek warranty coverage through the original source of purchase. Image Access provides no Limited Warranty for products that are purchased as part of a third party manufacturer's product, computer system or other electronic device. Any warranty for these products is provided by the OEM (Original Equipment Manufacturer) as part of that manufacturer's product or system.

The Limited Warranty and the additional service programs do not apply to scanners that have been exposed to one or more of the following conditions:

- ✘ Scanners which have been subjected to physical damage after purchase; caused, for example, by casualty, accident, acts of God or transportation.
- ✘ Failure to properly package and ship the scanner in accordance with the current Setup and Assembly Manual, including failure to replace the shipping restraints prior to shipping.
- ✘ Removal of the product or any component (including breakage of a connector, cover, glass or seal).
- ✘ Damage or failures occurred from service, modification or repair not performed by Image Access or an authorized service provider including tampering, use of counterfeit or other non-Image Access components, assemblies, accessories, or modules.
- ✘ Damage or failures caused by misuse, unreasonable handling or maintenance, mistreatment, operator error, failure to provide proper supervision or maintenance, including use of cleaning products or other accessories not approved by Image Access or use in contravention of recommended procedures or specifications.
- ✘ Damage or failures caused by environmental conditions such as excessive heat or other unsuitable physical operating environment, corrosion, staining, electrical work external to the product or failure to provide electrostatic discharge (ESD) protection.
- ✘ Failure to install firmware updates or releases available for the product that have been published on the Image Access portal at www.imageaccess.de.

Disclaimer and Limitation of Liability

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IMAGE ACCESS RESERVES THE RIGHT TO CHANGE AT ANY TIME AND WITHOUT PRIOR NOTICE ANY OF ITS PROCEDURES FOR OBTAINING WARRANTY AS SET FORTH IN THIS DOCUMENT.

Customer Responsibility

BY REQUESTING SERVICE, THE ELIGIBLE PURCHASER ACKNOWLEDGES THE TERMS OF THE LIMITED WARRANTY, INCLUDING THE DISCLAIMER AND LIMITATION OF LIABILITY PROVISIONS.

Glossary

ASP

An **Authorized Service Provider**, or ASP, is a person or company that has been trained to service Image Access scanners without voiding the warranty. A two day training course for technicians is the minimum requirement to become an ASP.

ECN

An **Engineering Change Notice**, or ECN, is a document which describes or authorizes a change to a design, procedure or material. The reason for the change is also described as well as methods of its implementation.

TSB

A **Technical Service Bulletin**, or TSB, is a recommended procedure for repairing scanners. Image Access will issue a TSB when there are several occurrences of an unanticipated problem.

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