

## ScanSnap iX and S Series RTB Scanners Three-Year Warranty Upgrades June 2025

On-site warranty offerings are not available for the ScanSnap iX and S Series RTB (Return To Base) scanners from Ricoh, Fujitsu or Locktec; please refer to Appendix "A" below. Neither Ricoh, Fujitsu nor Locktec sanctions any non-authorised third-party offerings of extended RTB or on-site warranties\*.

### **ScanSnap iX and S Series RTB Standard Three-year RTB Warranty Offering**

**Applicable models:** iX100, iX1300, iX1400, iX2500, SV600

#### **Standard Terms and Conditions**

The limited warranty set forth on this extended warranty is provided by Locktec Australia Pty Ltd (hereinafter known as Locktec) with respect to the Ricoh scanner and the original purchaser (customer). With the optional 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 three years on parts and labour. At its option, Locktec will repair or replace at no charge, excluding consumables, Ricoh scanner products that 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 an 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 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 products 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 that occurs during shipment. Insuring a 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**

### **Onsite warranty is not a practical option for the ScanSnap iX and S Series RTB Scanners.**

- It is fiscally impractical to offer on-site service for ScanSnap iX and S Series scanners.
- It is not practical to provide documentation and training to personnel at national Fujitsu 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 lightweight, which makes them ideal for overnight transportation.

\*Locktec Australia Pty Ltd is Fujitsu's authorised service provider for the ScanSnap iX and S 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 programmes.

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 (NZ 0800 694 626) for updated information.
- All Locktec supported scanners carry a twelve-month return-to-base warranty unless otherwise specified.
- Please don't hesitate to contact Locktec on 1300 55 22 50 (NZ 0800 694 626) or email [service@locktec.com.au](mailto:service@locktec.com.au) if further information is required.