

## Post Warranty Service Programs

*For All SB, CheXpress® and TellerScan® Models*

*(Available only to End User locations in the United States)*

Digital Check offers several service programs for scanners no longer covered by a warranty or replacement program. These service offerings are designed to provide our customers with a choice based upon the urgency of returning the scanner to the field. Model specific pricing is available from your Digital Check Reseller or directly from Digital Check. All repairs come with a 90 day parts and labor warranty.

**FactoryPlus** is a service program designed to provide factory repair service for those customers requiring asset tag tracking or who prefer to retain their existing scanner. FactoryPlus service is available for all scanners that are no longer covered by a warranty. FactoryPlus is a flat rate repair program with a typical 5 business day repair time after receipt. Customer is responsible for shipping to the factory. All scanners are returned via standard ground shipment. Expedited shipment is available for an added charge. FactoryPlus is available for current production scanner models only.

**FactoryExchange** is a service program designed to provide a replacement scanner the next business day in exchange for the broken scanner. This program is designed for organizations that cannot wait for their original unit to be repaired and returned to them. FactoryExchange is a flat rate repair program using overnight shipping of the replacement scanner and standard return ground shipping for the defective scanner. FactoryExchange is available for current production scanner models only.

FactoryExchange units are refurbished scanners that have been repaired and tested and meet the original product specifications. Each exchange unit contains the following items:

1. Scanner
2. Power Supply
3. Easy exchange Instructions
4. Pre-Paid Shipping label for the return of the broken unit

Units returned for repair are tested, repaired, inspected for quality control and re-packaged before being returned to the replacement pool for future use as a replacement unit. NOTE THAT BY USING THIS PROGRAM THE CUSTOMER AGREES TO RETAIN A REFURBISHED REPLACEMENT SCANNER INSTEAD OF THE ORIGINAL SCANNER. THE ORIGINAL RETURNED NONWORKING SCANNER WILL NOT BE RETURNED TO THE CUSTOMER AND SHALL BECOME THE PROPERTY OF DIGITAL CHECK. DCC certifies each replacement unit to meet new production quality standards and guarantees units shipped from the 'replacement pool' are in new or like new condition and in good working order.

The customer will be billed for missing parts, power supply, power cord, and USB cable if they are not returned.

### **FactoryExchange Request Process:**

To initiate an exchange request, the end user should first contact the technical support help-desk provided by the solution provider. The help desk has been specially trained by Digital Check to provide problem troubleshooting of your scanner and can assist with quickly determining if the scanner problem is hardware related. If the help desk provider is not known, the end-user should first contact their solution provider. They will make the determination to replace the scanner and collect the necessary information including a credit card number to secure the exchange scanner.

Returning Scanners

A prepaid shipping label will be included by DCC with each approved exchange unit. It is the sole responsibility of the End User to re-package the problem scanner (including the power supply) using the same shipment container that the replacement scanner arrived in and return the unit for credit. Upon receipt of the returned scanner, if the power supply is missing, DCC reserves the right to bill the customer for the missing items at the then current list prices. Scanners not received back within 7 days will result in an email reminder being sent to the End User. A final email reminder will be sent after 21 days and if the scanner is not received within 30 days, the customer's credit card will be charged for the replacement cost of the scanner.

**FactoryRefresh** is a service program designed to rejuvenate a **working** scanner that has been used and the owner wants to make it presentable for re-sale as a used scanner. The refresh process is as follows:

1. Test scanner to determine condition
2. Replace discriminator rollers in feeder
3. Clean the unit
  - a. Blow out dust
  - b. Remove any added stickers or labels on the scanner covers
  - c. Wipe down scanner covers to remove dirt and fingerprints etc
4. Test and calibrate to factory specs
5. Repackage in a new box along with the following items:
  - a. IJP cartridge – on appropriate models
  - b. USB cable - existing
  - c. Power supply - existing
  - d. Easy Installation Guide

**Notes:** In addition to the fixed price FactoryRefresh fee, the customer will be billed for repairs or missing parts, power supply, power cord, and USB cable. Customer is responsible for shipping to the factory. All scanners are returned via standard ground shipment. Expedited shipment is available for an added charge. FactoryRefresh is available for current production scanner models only. FactoryRefresh scanners carry a 90 day warranty and are eligible for a 12 month service contract.

**FactoryRepair** is a time and material service program designed to provide factory repair service for those customers requiring repairs on legacy or older model Digital Check scanners. A FactoryRepair typical repair time after receipt of the scanner is 5 business days. FactoryRepair requires an evaluation charge which is waved if the unit is repaired. The broken scanner can be shipped to our factory under an RMA. A repair estimate will be provided for any repair estimated to cost over \$200 before work is begun. The customer is responsible for shipping to and from the factory.

### **FactoryCleaning**

This Service is for scanners that have been returned under warranty and there is no problem found or the problem is related to non warranty failures such as staples caught in the track. (See Warranty for complete coverage details) This service charge covers the following services.

1. Check the paper path for foreign items
2. Troubleshoot the scanner for any functional issues
3. Test and recalibrate the scanner to factory specifications
4. Clean the rollers and paper path
5. Clean the Camera (CIS) glass
6. Wipe clean the plastic covers
7. Repackage scanner in existing box with anything that came with it.

Note, this is a diagnostic and cleaning fee and does not include repairs, replacing any missing items such as power cords or consumables, return freight, or a new box. If other non-warranty work is required, an estimate will be sent to the customer for approval prior to performing the work. FactoryCleaning scanners carry a 90 day warranty or the remainder of the original warranty and are eligible for a 12 month service contract. Customer is responsible for shipping to and from the factory. All scanners are returned via standard ground shipment. Expedited shipment is available for an added charge.

### **Service Program Exclusions**

The above Service Programs do not cover the following items. All service provided outside of these programs will be based upon time and material.

1. Any product, on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
  - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature,
  - b. Unauthorized product modification, or
  - c. Failure to follow instructions supplied with the product.
3. Repair or attempted repair by anyone not authorized by Digital Check.
4. Removal, installation, and set-up service charges.
5. Any damage of the product due to poor packaging and shipment. **It is the sole responsibility of the End User to re-package the problem scanner (including the power supply) using the original shipping container or suitable replacement container to protect against damage.**
6. Causes external to the product, such as electric power fluctuations or failure.
7. Use of supplies or parts not meeting Digital Check's specifications.
8. Damage to, abuse of, the coating on the surface of the scanner through inappropriate cleaning as described in the product User's Guide.
9. Shipping from the customer site to the factory or as described in the specific program