

# Warranty Statement

## SERVICE PROGRAM DESCRIPTIONS

Benchmark Technology Group provides warranty and post warranty repair services. Simply keeping your equipment clean and following manufacturer recommended maintenance guidelines, you can expect to obtain years of reliable performance. In the event you experience problems with your equipment, you should follow your institution's problem reporting guidelines for assistance; usually this is a Help Desk. The Help Desk, or other support group in your organization, will advise you how to obtain service if needed. In contacting Benchmark Technology Group, ("Benchmark") you are requesting service for your equipment. If the equipment is under warranty or a Benchmark Service Program, the equipment will be repaired under the terms and conditions of that agreement. The equipment *model and serial number* is required to verify the equipment is eligible for a warranty repair. If the equipment is not covered under warranty or a Benchmark Service Program, you are requesting a "post warranty" repair which is billable based on the Standard Repair Rate unit charge. By sending your equipment to the Benchmark Service Center, you agree to the terms and conditions of this agreement and accept financial responsibility for the service to be provided. This document outlines the scope of coverage available through the warranty and post warranty repair programs.

### **Standard Manufacturer and Extended Warranty Repairs**

The Standard Warranty is a *limited manufacturer warranty* and is effective for the term defined by the manufacturer and purchased by your institution. An *Extended Warranty Program* extends the manufacturer standard warranty, with the same scope of coverage, for an extended period of time. An extended warranty must be purchased at the time the equipment is originally purchased or prior to the delivery of the equipment to the customer site; this policy varies by manufacturer and service provider. The manufacturer warrants that the product and its branded accessories designed for use with the specified product will be free from defects in workmanship and materials for the defined warranty period. The product is assumed to be unmodified and used under normal conditions and maintained as recommended by the manufacturer. The warranty period begins on the delivery date of the product from the manufacturer or Benchmark to the customer site. The warranty parameters are defined by the manufacturer and observed by Benchmark, an Authorized Service Provider (ASP). During the warranty period, the manufacturer and/or Benchmark have the right to repair or replace any defective part or the entire unit, for any reason, with new or rebuilt components with equal or better performance. Please note that per manufacturers and insurance providers, for safety and health reasons, any equipment that has been exposed to flood waters or extreme weather is ineligible for repair and redeployment.

### **Advanced Exchange Program**

An *Advanced Exchange Program* (AEP) is one in which a replacement unit is shipped for overnight delivery and the defective unit is returned for warranty service. The same repair terms apply as in a warranty repair; however the Advanced Exchange option is a program upgrade that provides expedited order processing, overnight delivery and includes return ground shipping of the defective unit. In an *Advanced Exchange* program, the original unit is not returned to the customer and the remainder of the warranty is transferred to the replacement unit. In some cases, Benchmark may accommodate a customer and develop an Advanced Exchange program in which the customer's inventory is used to provide the spare

equipment shipped overnight. In that program, the returned equipment is repaired under warranty terms and placed back into customer owned inventory. Benchmark also offers Advanced Exchange for ground delivery depending on customer location.

*Note: In the AEP, Benchmark highly recommends the customer to qualify the problem with a Benchmark technician prior to requesting the exchange. By qualifying the problem, a customer may avoid charges in the event there is no trouble found with the returned unit after completion of diagnostic testing.*

### Annual Service Agreement

An *Annual Service Agreement (ASA)* is a one-year service program in which units are enrolled by model and serial number for unlimited repair incidents during the term of the agreement. This program carries the same terms and conditions of a warranty program regarding inclusions and exclusions, but is designed to assume coverage for equipment after the term of a warranty or extended warranty expires. The customer obtains a Repair Order number, ships the unit to Benchmark and the repair includes parts, labor and return ground shipping. The return shipping method may be upgraded at the request of the customer.

### Standard Rate Repair (Post Warranty Repairs)

Post Warranty repairs include any repairs *not covered by a warranty, extended warranty or annual service agreement*. Customers electing not to enroll units for service plans with a term commitment may elect to utilize the Standard Rate Repair option. These repairs are requested and processed per incident and are billed at the fixed *Standard Rate Repair*. In this program, the flat rate is inclusive of parts, labor and return shipping via ground. In some limited models, certain components may be excluded from the repair; these may include a main circuit board or print head; the Customer will be notified if those exceptions are found. There is a \$48 minimum diagnostic fee which can be applied toward the repair or a replacement unit if the repair is not performed for any reason whatsoever.

Benchmark reserves the right to refuse equipment for repair for any reason whatsoever. In the event Benchmark determines it is not economically feasible to pursue a repair following completion of diagnostics, the Customer will be notified. Any equipment repaired by Benchmark has a 90-day guarantee against defects in parts or workmanship in the repair performed.

### Express Exchange Program

The *Express Exchange Program (EEP)* is a per incident program that does not require enrollment or a term commitment. The EEP upgrades the *Standard Repair Rate Program* by providing expedited turnaround to repairs. Rather than waiting for a customer unit to be repaired and then returned, in the *Express Exchange Program*, a refurbished unit is shipped via ground the same day to replace the unit received. Ground shipping is included with the flat rate exchange fee. The defective unit received at Benchmark is not returned and the replacement unit has a 90-day warranty.

## WARRANTY PROGRAM REPAIR TERMS

**No Charge.** There is no charge for parts or labor for an eligible product that is returned for repair during the warranty period and under normal use, a manufacturer defect is identified and repaired. The manufacturer warranty stipulates repairs that are included or excluded by the warranty. If the product is replaced, the remaining warranty is transferred to the replacement product. The same terms apply to any equipment covered under a Benchmark Annual Service Agreement or Warranty Extension Program. All

units are cleaned, calibrated and tested as part of the repair service and boxed for safe return shipping.

**Shipping Charges.** The customer is responsible for shipping charges to the Benchmark Service Center. Unless otherwise agreed upon, all products will be returned to the requested Customer site using ground transportation. There is no charge for return shipping via ground transportation on a warranty repair. Benchmark systems provide tracking information for all shipments. Upgraded shipping options are available for an additional fee.

**Minimum Charge.** In the event an exception that is excluded by the manufacturer warranty is found, a repair fee may be applicable. There is a \$48 minimum charge for any units submitted for repair in which the following exceptions may be present:

- the product must be cleaned of excessive ink residue as a result of 1) failing to remove an ink cartridge, ribbon or toner cartridge from the unit or 2) use of non-approved consumable supplies;
- there is *No Trouble Found* (NTF) with the product and it completes all standard self-test and manufacturer approved program diagnostics; in this case, the unit has been cleaned to ensure sensors are not obstructed, foreign objects and paper are removed from all feed, transport and exit paths and the unit is thoroughly and repeatedly tested in an attempt to identify a possible intermittent problem;
- the equipment does not operate properly because the operator failed to perform routine cleaning and maintenance procedures, such as replacing consumable parts, as required for normal operation or proper removal of paper or foreign objects that may obstruct a paper path;
- the equipment may have been subject to improper environmental or operating conditions resulting in damage attributed to improper voltage, fluids, excessive humidity, extreme temperatures or airborne contaminants;
- the equipment is damaged as a result of improper packing or handling upon arrival to the Service Center.

In the event an out-of-warranty repair condition is identified, the customer will be notified to determine whether or not to proceed with the repair given the estimate provided by Benchmark. If the customer elects not to proceed with the out-of-warranty repair, the minimum diagnostic fee of \$48 is applicable along with shipping and/or disposal fees. If the unit returned was a result of an Advanced Exchange, the overnight shipping fee is also eligible for recovery. The labor rate for out-of-warranty repairs is \$84 per hour.

The following conditions void a warranty:

- the equipment was changed or altered from original equipment manufacturer specifications;
- a failure was caused by interconnected devices or supplies other than those approved by the manufacturer;
- a failure or damage resulted from catastrophe, acts of God or natural disaster including but not limited to lightning, flooding, fire, earthquake, exposure to weather elements or improper or harsh environment;
- any system or operation failures attributable to Customer software configuration or Customer Software operation;
- the presence of jammed staples, damage resulting from user negligence, debris on camera lens surfaces, excessive accumulation of paper or dust, improper cleaning or operating the unit outside the normal rated duty cycle;

- electrical, accident, neglect, riot, misuse, failure of electrical power of air conditioning, or any causes other than ordinary use and defects in materials or workmanship.

## IMPORTANT SHIPPING INSTRUCTIONS

*Due to the high volume of repairs received at the Service Center, a unit cannot be processed for repair without a Benchmark provided Repair Order (RO) number and may be refused on delivery if the shipment cannot be accurately identified. Benchmark is not responsible for equipment shipped without a Repair Order number or not properly packaged for shipping. An RO number can be obtained from [our website application](#) or by contacting Customer Service or your sales representative. For more information about Benchmark's Service Programs or to verify your equipment warranty status, please call or email our Customer Service Department at 800-554-4582, 470-865-6000 or email [csr@btg-us.com](mailto:csr@btg-us.com).*

In order to receive the quickest turnaround for your product repair, be sure to follow the Return Instructions itemized below. For your tracking purposes, save your Repair Order confirmation email and you may also want to record your shipping tracking number.

**Ink Cartridge.** If present, remove the ink cartridge from the scanner or printer. Failure to remove the ink cartridge may result in ink dispersion which is not covered under warranty and will result in an additional cleaning charge. You may save the cartridge for re-use in an air-tight container or plastic bag. Do NOT ship the ink cartridge, it is not required for repair eligibility.

**Cables.** Unless otherwise specified, do NOT include any interface cables, power cords or power supplies. These are not required for repair unless requested by a technician if power is a suspected problem.

**Packaging.** If possible, the units should be shipped in their original box to prevent any damage. If the original shipping box is not available, the product should be appropriately packaged to protect it from mishandling. The unit must be completely assembled to be accepted for warranty repair. Incomplete units or those damaged in shipping may void eligibility for a warranty repair and may be subject to additional parts charges.

**Documentation.** Any documentation that can be provided by the customer to explain the problem may be helpful, especially if the problem is intermittent in nature. All documentation should have any confidential information redacted.

**Shipping Label.** Be sure to send the product to the Service Center provided by the Customer Service Representative or email confirmation. A Repair Order (RO) number must be clearly stated on the address line of the boxed equipment for the unit to be accepted for repair.

Please ship to: **Benchmark Technology Group**  
1665 Bluegrass Lakes Parkway  
Suite 100  
Alpharetta, GA 30004  
Phone: 470.865.6000  
Repair Order #: \_\_\_\_\_