



The Visioneer® Warranty Program



is designed to get your equipment back to work as quickly as possible, providing customers with immediate options to reduce recovery time from days to hours.

STANDARD MANUFACTURER'S WARRANTY

Each Visioneer product is shipped with Visioneer's Standard Manufacturer's Warranty. Phone support is available in USA, Canada, and Mexico, Monday through Friday (excluding statutory holidays) from 9:00AM ET / 6:00AM PT to 7:00PM ET / 4:00PM PT. Online support for drivers, manuals and parts is available 24/7 at www.visioneer.com/support.

Visioneer's Standard Manufacturer's Warranty is valid in the USA, Canada and Mexico only. Warranty coverage periods differ by product model, as below:

Warranty Periods by Product Model	
1 year	7800, 7900, Patriot P15, Rabbit M40dn, Rabbit M500dn, Rabbit P35dn, Rabbit P45dn, Rabbit P400dn, Rabbit PC30dwn, RoadWarrior 3, RoadWarrior 4D
3 years	Patriot D40, Patriot P90, Patriot PD45, Patriot PH70

The Standard Manufacturer's Warranty protects against internal hardware failure due to manufacturing defects. Your Standard Manufacturer's Warranty also includes **Scan Assurance** (USA and Canada only), which provides advance exchange on a scanner deemed defective by our technical support department, within 30 days of the purchase date. Customer will be provided a return material authorization (RMA) number and a return shipping tag for the defective device. A replacement device will be shipped upon customer confirmation of returning of the defective unit. See Terms & Conditions or contact our technical support team for further details and exclusions.

After the Scan Assurance period, customer will be responsible for shipping the scanner deemed defective by our technical support department. Customer will be provided a RMA number which must be referenced on the return shipment. Once received by Visioneer, a replacement unit will be sent to the customer at no cost, via ground shipping. See Terms & Conditions or contact our technical support team for further details and exclusions.

Warranty upgrades are available through either our Advance Exchange on On-Site plans.

CareAR® Assist Live Support

Visioneer's Standard Manufacturer's Warranty now includes CareAR® Assist augmented reality support. With CareAR® live video support, agents can quickly provide annotated guidance, enabling faster problem diagnosis and resolution, while creating an engaging customer experience and keeping everyone safe.

For more, visit www.visioneer.com/warranties

ADVANCE EXCHANGE PLAN

The Advance Exchange Plan can be purchased for up to five (5) years of continuous coverage on most Visioneer products, with the exception of the Rabbit P400dn Printer and Rabbit M500dn MFP. Advance Exchange Plan customers receive priority phone support from senior level technicians. If a device covered under the Advance Exchange Plan is deemed defective by our technical support department, a replacement will be shipped for next-business-day delivery in USA, provided the request is received before noon (12:00PM) local time. Expedited shipping is available for Canada and Mexico customers. Once the replacement unit is received, customers are required to return the defective unit within ten (10) days using the provided prepaid shipping label.

For Advance Exchange Plan product eligibility, please contact Visioneer customer service.

Warranty Features at a Glance			
	Standard Warranty	Advance Exchange Plan	On-Site Plan
Visioneer technical phone support	✓	✓	✓
24/7 web support available at www.visioneer.com	✓	✓	✓
CareAR Assist <ul style="list-style-type: none"> Augmented reality technical support on your mobile device 	✓	✓	✓
Extended Coverage <ul style="list-style-type: none"> Warranties may be purchased for up to 5 years of coverage from the date of purchase <ul style="list-style-type: none"> New Warranties must be purchased within 90 days of date of purchase 		✓	✓
Priority Call Response <ul style="list-style-type: none"> Priority technical phone support queue 		✓	✓
Priority Overnight RMA <ul style="list-style-type: none"> RMA replacements are shipped for next-business-day delivery (USA-only) <ul style="list-style-type: none"> Once replacement is received, customer is required to return the defective unit within ten (10) days 		✓	✓
Return and Replace RMA <ul style="list-style-type: none"> RMA exchanges are available via a return and replace process. <ul style="list-style-type: none"> Customer ships the defective unit back to Visioneer. Once received, a replacement unit will be shipped to customer via ground shipping. 	✓		
1-Year Warranty Renewals <ul style="list-style-type: none"> Update and renew your warranty for older products in 12-month increments 		✓	✓

For more information please visit www.visioneer.com/warranties

ON-SITE PLAN

On-Site Plan coverage is the ultimate service plan and is available for the Patriot P90 Scanner, Rabbit P400dn Printer and Rabbit M500dn MFP. With the On-Site Plan, customers receive an annual on-site preventative maintenance check-up (including one (1) roller assembly kit for the Patriot P90), as well as priority phone support from senior level technicians. If a device covered under the On-Site Plan is deemed defective by the Visioneer technical support department, a technician will schedule an on-site service visit, or the device will be replaced as it would be under the Advance Exchange Plan. The On-Site Plan plan can be purchased for up to five (5) years of continuous coverage.

INSTALLATION SUPPORT

Visioneer® products are known for quick installation and ease-of-use.

However, for customers that request premium service, Visioneer offers complete installation support. This service includes a technician remoting into your computer, installing and setting up the necessary software for your device, and training you on how to adjust your settings and maintenance/up-keep on your device. Technicians will also answer any questions you make have. For pricing, please contact Visioneer customer service.

Warranty Terms & Conditions

The following terms & conditions apply to all Visioneer warranties in USA, Canada & Mexico only:

- To receive the benefits of our warranty programs, customers are required to perform troubleshooting with our technical support department, which may include CareAR® Assist live support.
- Scan Assurance coverage (available in USA and Canada only) is valid within the first 30 days of purchase, or to a maximum scan count of 100 scans for personal /mobile devices or 500 scans for workgroup/departmental or production devices. After such time, our standard return-and-replace RMA process shall apply.
- The warranty covers the repair or replacement of a hardware failure due to normal use or a manufacturer defect. The following is a non-comprehensive list of exclusions:
 - Damage caused by abuse, misuse, accident, modification, natural occurrences or disaster, theft, or an unsuitable physical or operating environment
 - Failure to maintain or improper maintenance of the device
 - Cosmetic defects or damage that do not interfere with the proper operation of the device
 - Damage related to the use of non-Visioneer consumables (toner, drum, etc.)
- If, during the course of a repair or replacement, there is no failure found with the device or it is determined that the failure was caused by anything not covered by the warranty (including the items listed above), the customer may be billed for applicable costs.
- If product under warranty cannot be repaired or brought back to manufacturer's specifications, a like replacement unit will be provided of exact or similar features.
- Warranty sales are final.
- Additional shipping fees may apply for shipments outside the USA.
- Visioneer is not responsible for lost or stolen shipments.

ADVANCE EXCHANGE PLAN

- Warranty begins at device date of purchase (receipt may be required to validate purchase date).
- Warranty must be purchased within 90 days of sales date (see below for other options).
- Warranties are available as long as the device model is in production.
- Warranties are stackable for Three (3) to Five (5) years of total coverage from date of device purchase, dependent on device model.

ON-SITE PLAN

- On-site plan begins at device(s) date of purchase (receipt may be required to validate purchase date).
- On-site plan must be purchased within 90 days of sales date (see below for other options).
- On-site plans are available as long as the device model is in production.
- On-site plans are stackable for Three (3) to Five (5) years of total coverage from date of purchase, dependent on device model.
- If a 1- or 2-year Advance Exchange Plan is purchased and your model comes with a 3-year Standard Manufacturer's Warranty, coverage defers back to Standard Manufacturer's Warranty if renewal is not purchased.

ADVANCE EXCHANGE / ON-SITE PLAN RENEWALS

- Warranty renewals are available for customers who are currently under the Advance Exchange Plan, or are out of warranty. Standard warranty cannot be extended and is not stackable with Advanced Exchange warranty upgrade options.
- Warranty renewals are for 12-month period increments.
- For out-of-warranty units, customer(s) must purchase a renewal SKU multiplied by the number of years that either the upgrade warranty has expired or from date of purchase; **plus** a renewal needed to cover the unit for a minimum of 12 months from the date of warranty purchase.

Technical phone support available in USA and Canada at **925-251-6399**, and in Mexico at **52 555 004 8727**.
Monday through Friday from 9:00AM ET / 6:00AM PT to 7:00PM ET / 4:00PM PT (excluding statutory holidays).

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Service hours may be extended depending on the make and location of the equipment. In the event the response times and service hours defined by the subcontractor used vary from those described above, the subcontractor's definitions will be in effect. As used herein, "Visioneer shall respond" shall mean the commencement of diagnosis, problem resolution, maintenance or repair services whether on-site or remote. Visioneer makes no representations or warranties regarding the time required to complete the services. Limited Warranty Terms and Exclusions (what is not covered under warranty) can be located at www.visioneer.com/support/warranties. RMA or On-Site service requests must be made before 12:00 PM local time in order to be delivered the following business day.