

# 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

All Visioneer hardware comes with technical support at [925-251-6399](tel:925-251-6399). Phone support is available in the USA and Canada, 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](http://www.visioneer.com/support).

All Visioneer hardware includes a Standard Manufacturer's Warranty, with coverage shown below.

Warranty Periods by Product Model	
<b>1 year</b>	Rabbit™ PC30dwn, RoadWarrior™ 3, RoadWarrior 4D, Patriot™ P15, and all earlier Visioneer products purchased as new
<b>3 years</b>	Patriot D40, Patriot H60, Patriot H80, Patriot P90, Patriot PD45, Patriot PH70, Avison AD225WN

The standard manufacturer's warranty protects against internal hardware failure due to manufacturing defects. If a device is deemed defective by our technical support department, an exchange will be made via a return and replace process. The customer will receive an RMA (return material authorization), to return the defective unit. A replacement unit will be sent via ground shipping. The customer is responsible for covering the cost of shipping the defective unit, but shipping the replacement unit will be covered by Visioneer. Warranty upgrades are available through our Advance Exchange warranties. Warranties are valid for U.S. and Canada Only.

**CareAR® Augmented Reality 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/support/warranties](http://www.visioneer.com/support/warranties).**

## ADVANCE EXCHANGE PLAN

The Advance Exchange Plan can be purchased for up to five years of continuous coverage for most Visioneer products. Advance Exchange Plan customers receive priority phone support from senior level technicians for an unlimited number of incidents. If a device covered under the Advance Exchange Plan is deemed defective by our technical support department, a replacement will be shipped the same day for next-business-day delivery, provided the call is received before noon local time. Expedited air shipping is available for bulk replacements and for Canadian customers. Once the replacement unit has been received, customers have 10 days to return the defective unit, using the provided prepaid shipping label.

Warranty Features at a Glance	Standard Warranty	Advance Exchange Plan	On-Site Plan
Visioneer Technical Support phone service at <a href="tel:925-251-6399">925-251-6399</a>	✓	✓	✓
24/7 Web support available via the Support site at <a href="http://www.visioneer.com">www.visioneer.com</a>	✓	✓	✓
<b>CareAR Assist</b> • Augmented reality technical support via mobile device	✓	✓	✓
<b>Extended Coverage</b> • Warranties may be purchased for up to 5 years of coverage from the date of purchase – New Warranties must be purchased within 90 days of date of purchase		✓	✓
<b>Priority Call Response</b> • Calls are handled more quickly and in a higher priority than Standard Warranty customers		✓	✓
<b>Priority Overnight RMA</b> • RMA replacements are first shipped via overnight delivery to the customer – Once the customer receives the replacement, they package the defective unit and send back the unit		✓	✓
<b>Return and Replace RMA</b> • RMA exchanges are available via a return and replace process. – Customers first send back defective unit. Once defective unit is received, a replacement is then sent out via Ground service.	✓		
<b>1 Year Warranty Renewals</b> • Update and renew your warranty for older products in 12-month increments		✓	✓

For more information and exclusions that apply, please visit [www.visioneer.com](http://www.visioneer.com)

## ON-SITE PLAN

On-Site Plan coverage is the ultimate service plan and is only available for the Patriot P90 production device. With the On-Site Plan customers receive an annual on-site preventative maintenance check-up that includes one roller assembly kit, 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.



Visioneer® Patriot™ P90 production scanner.

## INSTALLATION SUPPORT

**Visioneer® products have won numerous awards for ease-of-use and installation, as they are truly plug-and-play.**

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 THE U.S. AND CANADA ONLY:

- Troubleshooting must be performed with our technical support department who will determine whether the device requires repair or replacement, subject to the terms of the warranty.
- 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
- 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.

### 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 3 to 5 years of total coverage from date of device purchase, dependent on device model.

### 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.

### 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 3 to 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.

Please reference the warranty and maintenance service plans table on the front page.

**Phone service available in US and Canada at 925-251-6399  
Monday through Friday from 9:00AM ET / 6:00AM PT to  
7:00PM ET / 4:00PM PT (excluding statutory holidays).  
For more information and exclusions that apply,  
please visit [www.visioneer.com](http://www.visioneer.com).**

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/en/us/warranty/default.asp](http://www.visioneer.com/en/us/warranty/default.asp). RMA or On-Site service requests must be made before 12:00 PM local time in order to be delivered the following business day.