# Fujitsu F9840, F9850 & F9860 ATB Ticket, Boarding Pass & Bag Tag Printers
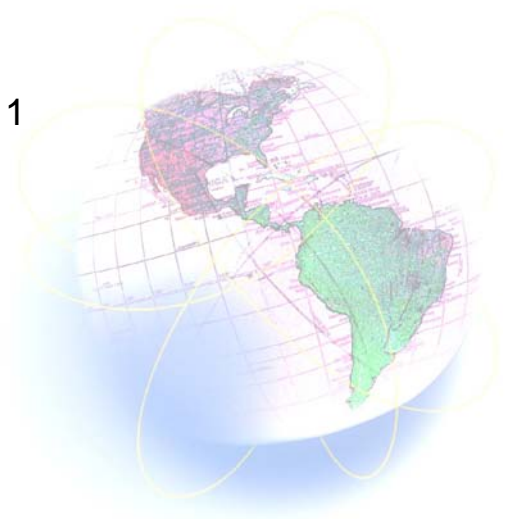
# Enhanced Warranty Description

Level 1 Partnership

Hereafter called Level 1

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# 1 Warranty and Support

## 1.1 Objectives

In this section the warranty service is described, including hotline support, spare parts warranty, and repair processes.

Fujitsu Frontech Limited who is the manufacturer of these products has selected Level 1 in the UK to provide and co-ordinate all warranty services worldwide for Fujitsu's F984x, F9850 and F9860 printers. The proposed concept was designed with the following objectives in mind:

- By using a **swap process for defective printers**, on site repair work can be avoided and printing can resume with minimal operational disruption.

- Repairing printers at a **central location** by **replacing modules** reduces training requirements and shortens repair time.

- A **module swap process** offered by the repair centre eliminates the necessity to stock any spare parts.

Due to the very modular design of the printer (just 5 modules) it only requires a one day training class for engineers of service providers to enable them to diagnose a fault down to the module level and replace the defective module.

The proposed warranty option takes advantage of these product properties. It eliminates the requirement for either the end user or service provider to invest in intensive technical training or stock any spare parts. Only spare printers and consumables (magnetic head, SCN read head, thermal head and ribbon cassettes, if applicable) need to be purchased in advance.

Warranty does not cover normal wear and tear or any on site work.

## 1.2 Glossary

The following terms are used:

- The **End User** is the airline, airport or travel agency issuing tickets or boarding passes to their customers.

- The **Service Provider** is the company offering on site support and repair service to the End User.

- A **Module** is one of the five basic components in the printer.

- A Level 1 **Repair Centre** provides diagnostics support over the telephone and keeps a stock of modules and consumables for immediate shipment to the service provider or his authorized partners.

- To ensure a continuous business in printing tickets, strong **Service Level Agreements** have usually been negotiated between the end users and their service providers.

- In order to meet these agreements, the service provider usually purchases a small number of **Spare Printers**. Once one of these spare printers has been used to replace a defective printer, it has to be repaired as soon as possible.

## 1.3 Global Repair Centres

In order to ensure a worldwide support service with short response times and low transportation costs, regional repair centres serve the following geographies:

- **Europe**
  London

- **Japan**
  Fujitsu Frontech, Tokyo

- **Asia**
  Singapore
  India – New Delhi

- **Middle East:**
  Dubai

- **North and South America**
  Houston, Texas
  Michigan
  Atlanta

- **Africa**
  Johannesburg

All centres provide the services outlined in the following paragraphs.

## 1.4 Recommended Module Swap Process

The following process describes the different steps that can take place whenever a printer error occurs (refer to Figure 1):
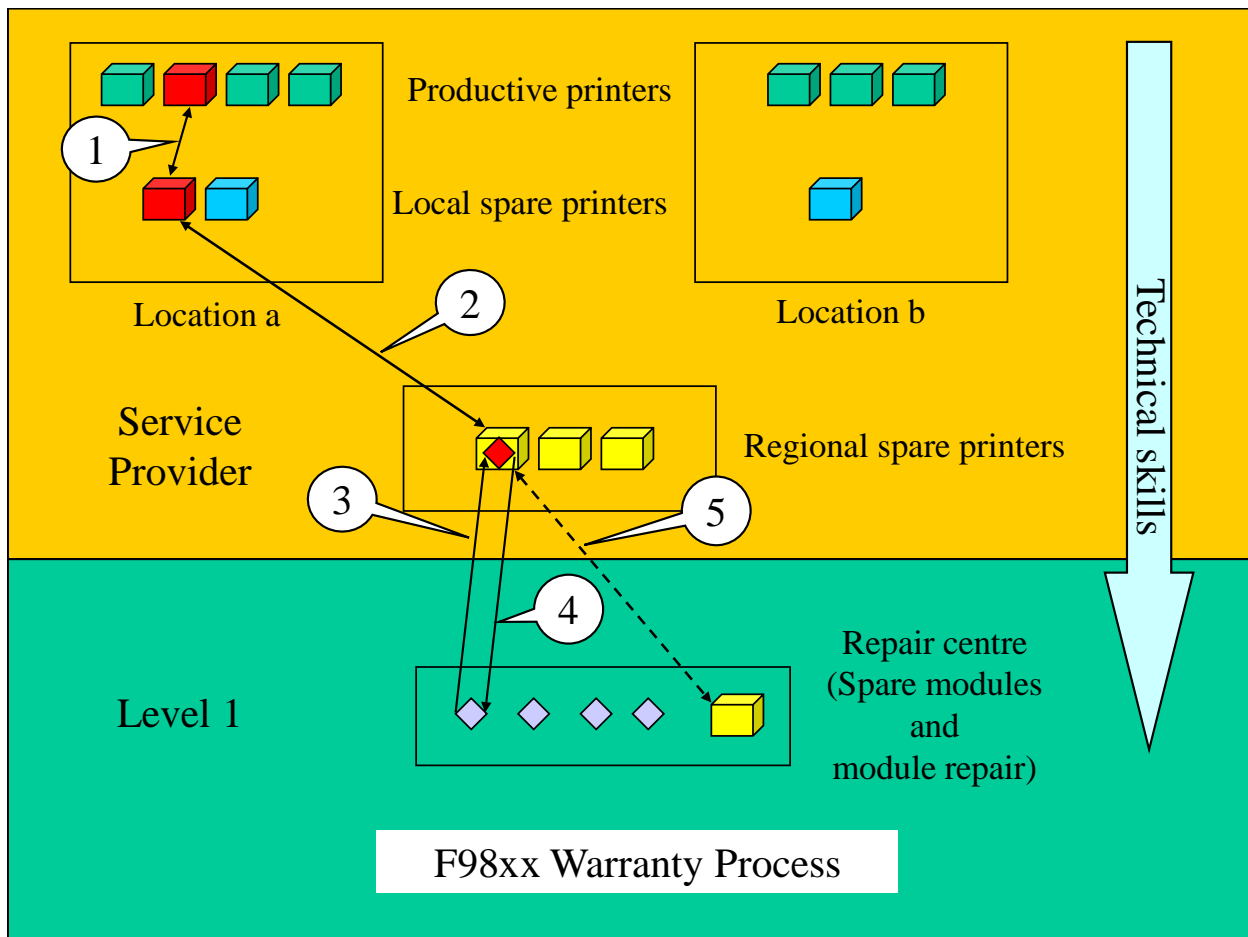


**Figure 1 F98xx Warranty Process**

- In case of a printer problem, the help desk of the end user or service provider will diagnose the problem with the end user and dispatch an engineer. This engineer does not have to have any in depth knowledge about the printer.

- If the engineer cannot fix the problem immediately, he will use one of the local spare printers to replace the failing printer (1).

- The defective printer will then be moved to a location where trained service provider personnel are available. If necessary, a working unit will be dispatched to the site to replace the spare printer used (2).

- The problem will be diagnosed down to the module level.

- The help desk and the engineers of the service provider have the option to call the Level 1 hotline to get diagnostic support.

- In case of a defective module the service provider will request a working module from Level 1 (3). The repair centres will keep a pool of modules that are ready to be sent to the service provider. Note that the module sent will not contain any consumable parts (e.g. print head).

- The repair centres request some specific information, like the serial number of the failing printer when the call is opened. This has to be followed up by an email for accurate record keeping. A detailed list of requested information will be provided.

- After receiving the module the service provider will install it and verify that the problem has been fixed. Note that any consumable parts (e.g. print head) have to be transferred from the defective module.

- The defective module is then sent back to the repair centre (4). It has to arrive at the repair centre within four working days after the service provider has received the working module.

- The returned module must be accompanied by relevant documentation such as serial number of the defective printer and its fault description.

- The repair centre will track the modules to each location for inventory / upgrade purposes.

- Only in exceptional cases the whole printer will be sent to the repair centre and will be returned after the problem has been fixed (5). For details see below.

## 1.5  Telephone Support

Telephone support 8am to 6pm local time 7 days a week is included in the warranty.

## 1.6  Web-Based Diagnostic Support

In addition to this service Level 1 offers a web based service option that is available for all technical support and field support engineers. This web service shows all known error codes and identifies possible solutions to any known problem. It also lists all software revisions and acts as a bulletin board bringing the latest Fujitsu ATB developments and news to the field.  www.level1fujitsu.com

## 1.7  Whole Printer Units Sent for Repair Instead of Swapping Modules

Only in rare exceptions (less than 20% of all cases) whole printers should be sent to the repair centre. In this case, no swap process can be applied for asset management reasons. The printers will be repaired within six working days and then shipped back to the service provider (using Incoterms CIF/CFR for cross border shipments). In addition to the repair, preventive maintenance and eventual replacement of consumable parts will be applied to the printer. The repair centre will issue an invoice for these consumables. Labor costs to replace the failing module are covered by the warranty charge.

If in any month whole printers have exceeded 20 percent of the total units returned by the service provider, the repair centre will be allowed to charge for the transportation costs of each unit exceeding the 20 percent limit.

## 1.8  Transportation Costs

Transportation costs of defective parts to and from the respective Level 1 repair centre are at the expense of the repair centre (using Incoterms CIF/CFR for locations outside of the European Union). Taxes and duties are payable locally.

## 1.9  Consumable Parts and Preventive Maintenance

The service provider should procure an initial set of consumable parts in advance (magnetic head, SCN read head, thermal head and ribbon cassettes, if applicable).

According to the manufacturer's recommendations and the usage of the printers, the service provider will replace consumables on site and repurchase the parts used from Level 1.

## 1.10  "No Trouble Found" Cases and Vandalism

The number of modules or printers returned to the repair centre without being defective or having been subject to improper treatment will be monitored on a monthly basis. If in any month this number has exceeded 10 percent of the total units returned by the service provider, the service provider will be charged for each incident exceeding the 10 percent limit.