

## Fujifilm Frontier-S (“DX100”) Printer **Limited Warranty and Service Agreement Q and A**

### **Q: How long is the DX100 Printer (“Printer”) Limited Warranty?**

*A: 12 months or 33,000 4x6 equivalent prints (whichever comes first) parts and labor Limited Warranty starting from the date of purchase of the Printer.*

### **Q: How is the parts and labor warranty claimed by the Purchaser?**

*A: The Purchaser must (1) be the original purchaser and give you proof of this (2) have registered the Printer and give you proof of this, (3) provide you the serial number of the Printer. If all this is verified then: The Purchaser must use our Bench Repair Program and the Purchaser must mail the Printer to Fujifilm using the special shipping carton (NOT its own packaging or carton), Fuji repairs the Printer and return it to the Purchaser.*

### **Q: What is covered by this Limited Warranty and what is not?**

*A: All parts and labor are covered except consumable items such as waste tanks, paper, and inks*

### **Q: Who pays shipping?**

*A: Fujifilm sends a special shipping carton to protect the product which is mailed the same day as the call and Fuji pays for the shipping of the carton and instructions. The Purchaser follows the instructions, unloads the ink, prepares and packs the Printer. The Purchaser pays the inbound shipment to Fujifilm and we then repair the Printer and return it pre-paid to the Purchaser.*

### **Q: How long does the process generally take?**

*A: The actual repair time is targeted at 10 business day’s turnaround.*

### **Q: Is there an upgraded DX-100 Service Program available and how is it sold?**

*A: Yes, there is a DX-100 Service Agreement Program that covers Advanced Exchange of a working Printer to the Purchaser. This is called the AEX Service Agreement Program and coverage is available for one, two or three years also with a print count limitation that corresponds. This program can be sold directly or through resellers.*

*Q. How is it sold through resellers?*

*A: The reseller will purchase the AEX Service Agreement Program in advance. They will receive serialized documents from Fujifilm and when the AEX Service Program is purchased by the end user they will register this serial number along with their DX100 printer at [www.fujifilm.com/register](http://www.fujifilm.com/register) .*

### **Q: What is covered under the DX100 AEX Service Agreement Program?**

*A: That Service Program is a pre-paid service agreement that covers Helpdesk support and if needed will also cover the next business day shipping of a DX100 Printer and pre-paid return shipping of the non-working Printer.*

**Q: Is there a print count limitation on these DX100 AEX Service Agreements?**

*A: Yes, the program covers 33,000 4x6 equivalent prints per year. Therefore a 3 year program will cover up to 100,000 4x6 equivalent prints. For reference, an 8x10 print is equivalent to 3.3 4x6 prints.*

**Q: What is the pricing for the Service Agreements?**

*A: They are shown on the order form*

**Q: Suppose Purchaser gets an exchange printer with more prints than the one they submitted.**

*A: The Purchasers contract will be adjusted to cover the difference therefore providing them with the promised 33,000 4x6 equivalent prints per year. The Purchaser also has the option to get their old printer returned for an extra fee of \$75 per incident.*