



## ScanPro® USB Microfilm Scanner Warranty

Please note: FireWire models are no longer supported. For the latest scanner solutions, please contact our sales team at [info@e-imagedata.com](mailto:info@e-imagedata.com).

### Glossary

**Standard Product Warranty:** Our 3-year factory warranty covers your investment starting from the date of purchase.

**Extended Product Warranty:** This continuous coverage ensures that your USB microfilm scanner remains protected and supported without interruption, providing ongoing peace of mind and financial security.

**Reinstated Product Warranty:** If your scanner warranty has lapsed and you would like to extend the warranty, please contact Customer Service at [customerservice@e-imagedata.com](mailto:customerservice@e-imagedata.com) to initiate the requalification process. Scanners with any pre-existing conditions will need to be repaired prior to warranty reinstatement. Should repairs be necessary, the customer would be responsible for parts, labor and any shipping charges required to bring the model back to warranty status.

**Out-of-Warranty Support Services:** The first line of support for any issue is always free email and phone technical support. If it is determined that a remote support session is needed, the cost for Out-of-Warranty remote sessions start at \$150/hour (30 minute minimum) for each session. If the malfunction requires factory service, you will be required to pay for parts, labor, and all shipping related charges. Any factory repairs done by e-ImageData Corp. are covered for 1 year.

### Extent of Coverage

**Covered Hardware:** All USB ScanPro microfilm scanners as well as accessories sold by e-ImageData Corp. **FireWire models are not covered or eligible for any warranty.**

**e-ImageData Corp.'s Responsibility:** To repair or replace (at the discretion of e-ImageData) the covered hardware free of charge (except for shipping charges). To provide free technical support and training via email, phone and remote connection.

**Customer Responsibility:** To obtain repair service under this warranty you must:

- 1) Contact e-ImageData Corp. at [techsupport@e-imagedata.com](mailto:techsupport@e-imagedata.com).
- 2) Correctly package the covered hardware in e-ImageData's original packaging. **WARNING:** It is extremely important that covered hardware be returned in e-ImageData's original packaging. Failure to do so will result in shipping damage for which you will be charged. If you do not have the original packaging, e-ImageData Corp. will provide this free of charge (except for shipping charges).
- 3) Write the RMA number on the outside of the return packaging.

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- 4) Ship the covered hardware to e-ImageData Corp. with shipping charges prepaid.
- 5) Pay the shipping charges for returning the repaired or replaced covered hardware to you.

**Exclusions:** This warranty does not cover any hardware subject to misuse. This warranty does not cover shipping damage. e-ImageData Corp. does not assume responsibility for consequential damages of any nature and shall not be liable for damages resulting from malfunctions or interruptions in the operation or function of its products.

THE WARRANTIES CONTAINED IN THIS AGREEMENT ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF THE PRODUCTS. THE MANUFACTURER WILL NOT BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY BY THE MANUFACTURER'S NEGLIGENCE) LOSS OF PROFIT OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCTS.