



SUPPORT OFFERINGS

Visioneer Inc. is a world-class developer of intelligent imaging solutions and provides faster and easier solutions to capture documents and photographs, integrating them seamlessly in popular Windows applications. With a strong commitment and proven track record in producing award-winning, innovative consumer and business imaging products, Visioneer provides solutions for every type of user. For the home and small office user to mission-critical enterprise solutions, educational and government, workgroup and department users, Visioneer has a product, service and support program available to meet their needs.

Visioneer's Premier & Premier Plus coverage enhances your standard warranty for up to three years depending on model. This added protection can be purchased up to 180 days from your original date of purchase.



Strobe XP 450

Premier Plus Service

For customers who desire the highest level support possible, we are proud to offer Premier Plus. With Premier Plus, you have all the features included in our Premier Service program with the addition of 4 hour on-site support ensuring the ultimate in protection and security.

Premier Service

For those seeking a heightened level of uptime and convenience, enhanced service and product support, Visioneer is pleased to offer the Premier Level of service and support to its customers beyond that offered under the Standard Visioneer product warranty period. Upgrading to Visioneer's Premier Service and Support Warranty Package, enhances your coverage to include a toll-free priority response technical and customer support line (for most models), 24 x 7 web based support, and immediate overnight RMA replacement ensuring maximum equipment uptime.

Standard Service

Each product is shipped with Visioneer's standard one-year product warranty (requires registration) which provides technical phone support to an in-house Visioneer technical support specialist, and a 24 hour a day, 7 day a week, web-based support center. Also included in this standard program is a return and replacement service, in the event an RMA is needed.



Standard and Premier Service and Support Program

Technical Assistance by Phone

Visioneer's Premier program includes toll-free phone support for an unlimited number of incidents during the warranty coverage period. Technical support provides assistance in the installation and use of software and hardware provided in the product package. Assistance may include initial installation, configuration of user options, and identification of support issues, providing workarounds whenever possible. Standard service and support requires a toll call.

To contact Visioneer's technical support team for Premier customers, simply call our toll-free number at (888) 251-6396 and enter your PIN number (contract authorization code). At the prompt, key in the appropriate parameters for your model number and you will be connected with a specialist supporting your product.

On-Site Support

Premier Plus offers on-site support with 4 hour response, 8am-5pm local time for selected models. If it is determined by our technical support call group that a site visit is necessary, a fully trained field service engineer will be dispatched to assist with installation, troubleshooting, and/or replacement of products if deemed necessary.

Software Maintenance Releases

For Standard and Premier customers, software patches and update notices will be provided via email. The driver will be available for download, along with installation instructions at no additional charge.

*Updates for third party software are not included.

Web Support (using SARA)

For Standard and Premier customers, SARA our 24 x 7 web-based support tool is provided 365 days a year, using natural language techniques to answer questions and help guide users through troubleshooting problems. Interacting with SARA is like chatting with a friend. You simply input a question, or state a problem in the text box, and press the Enter key. SARA will respond within seconds to guide you to a wealth of information. SARA can be found at: <http://www.visioneer.com/support>

Warranty Exchange (RMA's)

Premier customers are entitled to receive advance overnight shipment of RMA's. A customer may then use the packaging received to return their defective unit. Hardware replacements are provided after prior authorization from one of our technical support agents, and a valid Return Material Authorization (RMA) number is issued. All packages arriving at our repair center must have a valid RMA number clearly posted outside on the packing. Standard customers are provided a return and replace service.

Coverage Period

Visioneer recommends buying the Premier agreement at the Original Product Purchase Date (OPPD). This will ensure the best protection, maximizing equipment uptime by simplifying and streamlining the overall support experience. However, we do allow our customers 180 days from the original date of purchase to acquire the "Premium" coverage.

Note: Coverage will be retroactive to the original date of purchase if bought after the OPPD.