



RDM ScannerCare Maintenance Program Overview

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RDM ScannerCare Maintenance Program Overview

The RDM ScannerCare maintenance program consists of two elements, **preventative maintenance** and **optional warranty plans**.

Preventative Maintenance

To keep RDM check scanners in optimal working condition, RDM highly recommends users clean their scanner(s) at least once every month by using the **RDM ScannerCare Cleaning Kit**. Regular cleaning ensures consistent check processing on every scan. The actual frequency of cleaning will depend on document volume and environmental factors that can cause dust, dirt or grime build-up within the scanners.

The RDM ScannerCare cleaning kits include 12 RDM ScannerCare Cleaning Cards featuring Waffle technology, and 12 device cleaning wipes.

The cleaning card is specifically designed for RDM scanners to safely remove the dust and paper particles that collect during normal operations causing image quality issues, jamming, and misfeeds. The device cleaning wipes safely remove dust, dirt, and fingerprints from the scanner's exterior.

Warranty Plans

Rapid Exchange Warranty

The Rapid Exchange warranty is designed to minimize disruption caused by equipment failure.

Rapid Exchange is available for purchase at the time of sale of any new RDM scanner. The 2, 3, 4 or 5-year Rapid Exchange warranty upgrades the standard 2-year limited manufacturer warranty with next business day overnight replacement of a malfunctioning scanner during the warranty term purchased.

The Rapid Exchange warranty coverage is subject to the terms and conditions described in the Rapid Exchange Warranty Agreement on [page 4](#).

Extended Manufacturer Warranty

The 1 or 2-year extended manufacturer warranty ("extended warranty") extends the standard 2-year limited manufacturer warranty (standard warranty) to either 3 or 4 years. Available for purchase at the time of scanner sale, the extended warranty covers all parts and labor and is subject to the terms and conditions described in the Extended Manufacturer Warranty agreement on [page 6](#).



Rapid Exchange Warranty Agreement

The Rapid Exchange warranty is a next business day scanner replacement program designed to minimize disruption caused by equipment malfunction.

Rapid Exchange is available for purchase at the time of sale of any new RDM scanner. The 2, 3, 4 or 5-year Rapid Exchange warranty enhances the standard 2-year limited manufacturer warranty with next business day replacement of a malfunctioning scanner during the warranty term purchased.

Prior to the expiry of the Rapid Exchange warranty period, you will receive a Rapid Exchange warranty auto-renewal invoice from RDM. Extended coverage on your scanner for a period of either one to three years (up to a maximum of five (5) years from date of original purchase) will be provided upon RDM's receipt of payment of renewal invoice.

Terms & Conditions

RDM scanners with Rapid Exchange warranty coverage are warranted against defects in materials and workmanship under normal use and service during the warranty term purchased by you per terms and conditions of the RDM limited scanner warranty published in RDM scanner user guides. This warranty is extended only to the original purchaser.

By purchasing this warranty, you agree to receive and retain the replacement scanner as a permanent replacement of the malfunctioning RDM scanner covered under this warranty and agree to return the original malfunctioning scanner to RDM's designated service depot within seven (7) business days.

The warranty period begins on the date of shipment of any new RDM scanner from RDM or an authorized solution provider, whichever comes later. Any disputes will require proof of purchase of an RDM scanner and associated Rapid Exchange warranty in order to process a warranty claim.

For Rapid Exchange warranty auto-renewal to commence, the renewal invoice must be paid within 45 days of date of invoice and before expiration of the current Rapid Exchange warranty term, otherwise warranty coverage will terminate at the end of the original Rapid Exchange warranty term purchased.

Rapid Exchange Warranty Claims

Under the Rapid Exchange program, when a scanner is found to malfunction, RDM will ship overnight (at RDM's expense) a replacement scanner via next business day priority delivery to most metropolitan areas in the continental U.S.A and Canada by 10:30 am local time. Provided that prior to 3:00 pm Eastern Time, RDM's help desk is contacted (directly or by your solution provider) and determines that the scanner needs replacing. Special shipping requests outside of the above will be subject to additional fees quoted at time of request.

Upon receipt of the replacement scanner, the malfunctioning scanner must be packed in either the scanner's original box and packaging material or packed using the replacement scanner's box and packaging material, including the original cables, power supply and power cord from the malfunctioning scanner.

Prior to shipping the malfunctioning scanner back to RDM's service depot, the call tag label provided in the box of the replacement unit (including prepaid return shipping, service depot information and phone # for pickup) must be affixed to the outside of the box of the scanner being returned. The malfunctioning scanner must be received by the designated RDM service depot within seven (7) business days from the date of receipt of replacement scanner, which will be determined by the date stamp of delivery acceptance by the service depot. RDM may charge for any replacement scanners that are not returned within this timeframe.

All Rapid Exchange warranty claims must be authorized by RDM directly or through your solution provider. A Return Material Authorization (RMA) number must be obtained from RDM prior to the return of unit(s) for service. Units returned without an RMA number will be processed as non-warranty repairs which will result in charges to you for parts and labor.

The replacement RDM scanner will be warranted for the remainder of the original Rapid Exchange warranty period. Malfunctioning RDM scanners replaced during the Rapid Exchange warranty period will become the sole property of RDM and will not be returned to the end user upon repair.

Routine cleaning is not covered by warranty programs. It is recommended that the customer periodically cleans the unit as prescribed in RDM provided documentation to ensure optimal performance.

All Cables, cords and power supplies from original scanner must be returned with the scanner.

Consumables such as franker and endorsement cartridges do not need to be returned.

Extended Manufacturer Warranty Agreement

Terms & Conditions

A 1-year or 2-year extended manufacturer warranty (“extended warranty”) is available for purchase at the time of sale of any new RDM scanner and extends the standard 2-year limited manufacturer warranty to either 3 or 4 years. The extended warranty covers all parts and labor per terms and conditions of RDM’s 2-year limited scanner warranty published in RDM scanner User Guides.

Prior to the expiry of the extended warranty period, you will receive an extended warranty auto-renewal invoice from RDM. Extended coverage on your scanner for a period of either one or two years (up to a maximum of five (5) years from date of original purchase) will be provided upon RDM’s receipt of payment of the renewal invoice.

For extended warranty auto-renewal to commence, the renewal invoice must be paid within 45 days of date of invoice and before expiration of the current extended warranty term, otherwise warranty coverage will terminate at the end of the original extended warranty term purchased.

Routine cleaning is not covered by warranty programs. It is recommended that the customer periodically cleans the unit as directed in RDM scanner User Guides.

Extended Warranty Claims

When a scanner malfunctions under the terms and conditions of the standard or extended warranty, the customer will be referred to an RDM authorized service depot. The customer is responsible for paying shipping costs to the service depot. Return ground shipping, is covered under the standard and extended warranties (overnight is available at extra charge) provided that the product is deemed defective. Otherwise RDM reserves the right to charge for “no problem found” units at the standard service charge plus shipping when returned units are tested and found to be operating normally and within published specifications.