



## 3 YEAR EXCHANGE WARRANTY IS OUR STANDARD

**Panasonic Workgroup Document Scanners: APPLICABLE SCANNER MODELS:  
KV-S1027C, KV-S1057C, KV-SL1056, KV-SL1066, KV-S1028Y, KV-S1058Y,  
KV-N1058X, KV-S1037 and KV-S1037X**

Panasonic want to announce that the conditions of the warranty for the above models are 3 Year exchange warranty for those devices sold since 1<sup>st</sup> of January 2016.

This warranty ensures a scanner is up and running or replaced at zero cost within a very short timeframe.

### **The Warranty covers:**

Breakdowns due to design or manufacturing faults

### **The Warranty does not cover:**

Damage, however caused, wear or tear, neglect, incorrect adjustment or repair, or to any items of limited natural life.

### **How to handle the Warranty?**

- A customer calling in to the service need to verify by when he bought the scanner by the Invoice of Purchase.
- The Service Agent will check the Items in the Attachment A of this Document, to assure the device does really have a malfunction, so User Errors need to be reduced.
- If the Service Agent has verified the malfunction as a warranty case, he will send out a new, or refurbished Unit of the same Type to the Customer. With the Delivery the service agent will pickup the malfunction device from the customer. This may happen by a return label, or a pickup – depending on local service contracts.
- As soon as the original unit is back, it will be checked, repaired and arranged for exchange for the next case. The unit has to be Scratch free and in a condition A-Rated HW can be resold.

### **Payment of the Warranty**

The Payment will be done through the local service payment flows and charged to the local NSCs in their Service Cost.

To have complete overview of this new 3 year exchange warranty, please check the Terms and Conditions.

**If you need additional information, please contact your Panasonic Sales Representative**

## Terms and conditions

1. This machine is supplied with a three **year swap out warranty**. Please retain your **Proof of Purchase (invoice)** and **Packaging** in the unlikely event that your machine should require attention. For further information, please contact following:

Country	Authorized Service Center	Phone Number
Germany	V.T.H.	+49 40 8549 1156
UK	Staffords	+44 3332 228 700
Italy	Innovate	+39 6 9293 9319

2. This warranty is in addition to and does not in any way affect any statutory or other rights of consumer purchasers.
3. This **warranty covers breakdowns due to design or manufacturing faults**; it does not apply to damage, however caused, wear or tear, neglect, incorrect adjustment or repair, or to any items of limited natural life.
4. This warranty **does not cover consumables**, i.e. ink cartridges, feed tyres or any optional accessories which may have been purchased either at the same time as, or subsequent to, the main unit. Such accessories should be returned to the point of purchase if found to be faulty.
5. In the event of a failure, please take the following action;
  - a. Refer to the "Help" section of your instruction manual in order to identify and possibly correct the problem:
  - b. If the problem is not resolved after referring to the user guide, please contact our customer helpline
6. In the event the helpline cannot resolve the problem, a like for like exchange scanner will be dispatched or in the case of failure with the first year at our discretion a new/refurbished unit. The helpline operator will give you specific instructions on how the exchange will be executed. Failure to comply with these instructions may result in delay and cost to you.
7. The **replacement Scanner will be delivered by courier**. It is the customer's responsibility to promptly remove the replacement Scanner and insert the faulty Scanner in the case provided for collection, to enable the courier to return it to Panasonic, or to quickly return.
8. The replacement Scanner is to be regarded as a like for like exchange under warranty and the balance of the warranty period will transfer to the exchange unit. The purchaser's sole and exclusive remedy under this guarantee against Panasonic is for the repair or replacement of the appliance or any defective parts and no other remedy, including, but not limited to; incidental or consequential damage or loss of whatsoever nature shall be available to the purchaser.
9. Where the original Scanner is found to be faulty as a result of unauthorised repairs or modifications or damage either by accident, misuse or improper installation then Panasonic reserves the right to charge the customer a contribution towards repair costs.
10. If at any time during the guarantee period any parts of the appliance are replaced with parts not supplied or approved by us or of an objective quality, safe and suitable for the appliance, or has been dismantled or repaired by any person not authorised by us, we shall have the right to terminate this guarantee in whole or in part immediately without further notice.
11. This warranty applies to the original purchaser only and is not transferable.
12. The warranty period applicable to this product shall be 36 months from the date of purchase.

## Troubleshooting I

If a problem occurs while the scanner is being used, check the following items and check the scanner status in User Utility. If the unit still malfunctions, turn it OFF, unplug the power cord and call for service.

Symptom	Possible Cause	Remedy
"The LED (Green) does not light when the unit's power is turned ON."	The power cord is not plugged in.	Insert the power plug firmly.
The computer does not recognize the scanner. The scanner is not functioning correctly.	The scanner is not connected to the computer correctly.	Connect the USB cable correctly.
	The software is not installed correctly.	Uninstall the software from the computer, and then install the software again.
	The scanner is connected via USB hub.	Do not connect via USB hub
	There is a problem with the USB cable.	Make sure to use the included USB cable.
	The unit's power was turned OFF because no operation was performed for a certain period of time.	Press the power button to turn ON the unit's power.
Scan speed is slow.	The scanner is connected over a USB 1.1 connection.	Connect over USB 2.0 / USB 3.0.
The document has been loaded on the feed tray, but the scanner does not start scanning.	The document is not loaded properly.	Load the document correctly.
	The sensor cannot detect the document as the edge of the document is curled.	Flatten the document and load it again.

## Troubleshooting II

Symptom	Possible Cause	Remedy
Double feeding occurs frequently.	The paper feed roller or double feed prevention roller have become worn down.	Replace the paper feed roller or double feed prevention roller.
	The double feed detectors are dirty.	Clean the double feed detectors.
	Right and left sides of the document to be scanned are not the same in height, because of curling or folding.	Flatten the document and load it again after reducing the number of sheets.
	The document is printed on an unsupported type of paper or thick paper	Make a copy of the document on paper of a compatible type and thickness, and then scan the copy.
	The length of the paper is too short.	Make a copy of the document on paper of a compatible size, and then scan the copy.
	The document is not aligned correctly.	Realign the document.
	Too many sheets are set on the feed tray.	Remove sheets until the sheets on the feed tray are under the limit mark on the document guide.
The documents are not fed one at a time, but in bunches.	The scanning method is set to manual.	Select automatic scanning using the manual feed selector.
A double feed is detected when scanning cards.	The cards are set in portrait orientation.	Either disable the double feed detection function or set the cards in landscape orientation.
Paper jams occur frequently.	The document is wrinkled.	Smooth out the document.
	The rollers are dirty.	Clean the rollers.
	The document is not aligned correctly.	Realign the document.
	Too many sheets are set on the feed tray.	Remove sheets until the sheets on the feed tray are under the limit mark on the document guide.
Scanned documents have been rolled up in the exit tray area when using the exit guides.	The documents are curved or curled.	Scan the documents with the exit guides folded.

Scanned image is skewed.	The document guides are not adjusted to the size of the document to be scanned, or the document to be scanned is set slanted on the feed tray.	Adjust the document guides properly to the size of the document to be scanned.
	Right and left sides of the document to be scanned are not the same in height, because of curling or folding.	Flatten the document and load it again after reducing the number of sheets



## Troubleshooting III

Symptom	Possible Cause	Remedy
The image for a scanned document is blank.	The document to be scanned was loaded upside down.	Load the document correctly.
Vertical streaks appear on the scanned document.	The scanning glasses are dirty.	Clean the scanning glasses.
The scanning density is uneven.	The scanning glasses are dirty.	Clean the scanning glasses.
The color of the scanned document is extremely different from the original document.	The settings of the computer monitor are wrong.	Adjust the computer monitor settings.
	Depending on the documents scanned, the color of documents may not be scanned properly. For example, the color of a highlighter pen may be scanned lighter than it appears.	Setting the value for Chroma higher in the scanning conditions may solve this problem.
Dark spots or noise appear on the scanned documents.	The scanning glasses are dirty.	Clean the scanning glasses.
There is noise or wave patterns (moire pattern) on the scanned image.	The scanning resolution settings, combined with patterns within the scanned image, may cause this problem.	Change the scanning resolution, and perform scanning again.
The sound made by paper being ejected is higher than usual when you scan short documents.	If the length of documents are less than about 148 mm (5.8 in.), feeding speed control will be activated for exiting documents; this is normal behavior.	—