

SWAP Exchange Service for Document Scanners



We take the hassle out of your scanner repair.

Convenience: We replace the scanner for you. You just have to contact us

Fast and efficient: With our dedicated team of experts

Business continuity: Receive a replacement scanner instead of waiting for yours to be repaired

Double exchange option: If you need to keep your individual scanner

SWAP SMART

Quick and easy – report your broken scanner and receive your replacement device through a special logistics service

- Technical support
- Advanced unit exchange
 - A replacement scanner is sent before the defective scanner is returned to us
 - Delivery and collection of the defective scanner through a special logistics service
- Delivery costs included
- Spare parts and repair time included

SWAP BUSINESS

Double exchange – get your original scanner model back after repair

- Technical support
- Double exchange
 - A replacement scanner is sent and the defective scanner is returned to us
 - After repair, your original scanner is delivered back to you through a logistics service, who also picks up the replacement device
- Delivery costs included
- Spare parts and repair time included

We have the right option for you

Receive your replacement scanner through a logistics service or go one step further and have your original scanner delivered back to you after repair.

SERVICE	SWAP SMART	SWAP BUSINESS
Priority access to customer care specialists	✓	✓
Technical Support	✓	✓
Availability of remote support	✓	✓
Advanced unit exchange	✓	-
Double exchange	-	✓
Spare parts, labour, shipping & travel included	✓	✓
1 consumables replacement included in case of repair	✓	✓
OPTIONS		
On site unit exchange	✓	✓
Preventive Maintenance	✓	✓

ON SITE UNIT EXCHANGE

No hassle – we take care of everything

We will come to you to install your replacement scanner on site and remove the defective one.

PREVENTIVE MAINTENANCE

Keep your scanner in optimal working order

Book a PM visit for your scanner by one of our trained technicians or send the scanner in for maintenance in our workshop to conduct checks, settings and run functional tests.

Why choose Spigraph for your services?

- Specially trained and vendor certified team of field service engineers with in-depth knowledge of multiple scanner types and brands
- Dedicated technical support in all major languages
- Service offerings across borders – we can service all your devices, in multiple countries
- Global coverage – we are there when and where you need us
- Highest spare part inventory in EMEA to meet your service needs as fast as possible
- Service packages available with various flexible options to suit your individual needs

Ask us about our additional services:

- OnSite maintenance services
- Software support
- Installation and tailored training programmes

