

Our Unique Business Value



Total Satisfaction Guarantee

Our market-exclusive Total Satisfaction Guarantee (TSG) allows you to replace any device* with an identical model, or an alternative with comparable features and capabilities, at no charge.

We pride ourselves in providing the best-in-class after-sales service, support and care in Hong Kong, in order to ensure your devices function at optimum performance levels.



More than just a promise – we are so confident in the reliability of our products and services that we put it in writing in every agreement

- Promised supplies for satisfaction
- Professional support team
- Proximity of our service team
- Proven records of fleet uptime
- Proactive & predictive monitoring
- Productivity for business

PRODUCT ASSURANCE

SERVICE & SUPPORT

BUSINESS AS USUAL



14. Total Satisfaction Guarantee (TSG)

Our guarantee applies to the duration of your FUJIFILM BI HONG KONG financial term, up to a maximum of 5 years from installation of the equipment. A brand-new machine will be substituted for any new equipment requiring replacement within 3 months of the original installation date.



4-hour*
recovery time



2-hour*
response time



99.5%* average uptime
vs. total operation time
from April 2020 to March 2021

* Remarks: This TSG guarantee excludes certain FUJIFILM BI HONG KONG printers and digital production systems.

The average recovery time, average response time and average uptime, are for A3 MFP of 30PPM or above speeds, directly sold by FUJIFILM BI HONG KONG.

The average response time is for customers located along MTR lines within 15 minutes walking distance from MTR stations only. Restricted-access locations (including but not limited to the Airport, stations at the Hong Kong border, construction sites are excluded.)

Service Level – the average time is not a commitment to any particular contract and it should not be construed as a representation by FUJIFILM BI HONG KONG to any particular customer.

User Journey for Peace of Mind



Electronic Partnership Broadband (EP-BB)

A predictive and proactive remote service^ that ensures your device performs at optimum levels, limiting significant unforeseen downtimes and minimizing administrative tasks



Proactive consumable monitoring



Automatic meter reading



Green report



eSupport Platform

An online self-help platform with a library of quick guides and multimedia resources for you to resolve issues quickly and independently



User guides



Drivers & software



Step-by-step videos



Frequently asked questions



Remote Interactive Customer Service & Technical Support

Over 300 highly trained specialists at your service via various channels for remote diagnostics, immediate assistance and timely solutions



Live chat



Hotline



eLogging



Remote assistance



Onsite Support with Service Assurance

A team of certified engineers with an average of 15 years' experience is committed to resolve any technical problem as quickly as possible



Full Service Maintenance Agreement

Customized packages designed to maintain and enhance the performance edge of your business

^ Remarks: Predictive features in EP-BB is available for selected models only.

Electronic Partnership Broadband (EP-BB)

EP-BB enabling Smart Remote Service ensures your device functions at optimum performance levels and maintains the health of your device while you run your business.



Increased Productivity

Smart and proactive alerts reduce administrative time wasted on manual checking and consumable stock management.



Maximum Performance

Automatic health checks ensure your device performs at its optimum functionality at all times.



Proactive Service

Fault alerts and diagnostic data are automatically sent to our Customer Support specialists who will call you to provide prompt solutions.



Maximized Uptime

Accelerated resolution response and timely consumable replenishments to ensure smooth business operations.



Smart Reports

Green reports or comprehensive monthly reports[#] show statistics on detailed device usage and environmental impact.



Automatic Meter Capture

Accurate meter readings are retrieved automatically, which eliminates productive time lost with manual checking and subsequent report submissions.

Enjoy the Benefits of Green Reports at Zero Cost

Comprehensive Green Reports show statistics on detailed device usage and environmental impacts. By registering with FUJIFILM BI Direct (<https://www.fujifilm.com/fbhk/en/fujifilm-bi-direct>), you can easily access information vital to your business such as print usage, service history and more, online and via e-mail.



[#] Remarks: For selected models only. Fixed internet connection, proxy server, firewall, and other system requirements to be provided by customers.

[fujifilm.com/fbhk](https://www.fujifilm.com/fbhk)

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