

# 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\* onsite recovery time**



**2-hour\* onsite response time**



**99.5%\* average uptime vs. total operation time from April 2021 to March 2022**

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

The average onsite recovery time, average onsite 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.