

FUJITSU SERVICE COVERAGE

Note: This Fujitsu Service Coverage matrix applies for maintenance, warranty and extended warranty services on Fujitsu products sold by Fujitsu Australia. Service Coverage is within 50km by road of a Fujitsu authorised service center. Current Service Centre are located in the postcode areas listed below.

Further details on Fujitsu Warranty Information can be found at <https://www.fujitsu.com/au/support/warranty-information/> .

Service Level Descriptions

Response time refers to the time a Fujitsu Engineer will arrive onsite after the call is logged (and phone diagnosis if required). Fujitsu will use reasonable endeavours to ensure an Engineer will be onsite within the targeted response time.

Next Business Day

Next Business Day (NBD) – Engineer dispatched to arrive within Next Business Day during normal business hours (Monday-Friday 9:00AM-5:00PM excluding public local/national holidays). To ensure NBD response, calls must be logged prior 3:00PM.

X Hour Response

4 Hour Response (4 Hr) – Engineer dispatched to arrive within Target Time from call logging (and diagnosis if required). Service is not available in all locations; please refer to [Fujitsu Oceania Service Coverage map](#) and matrix below.

SERVER, STORAGE, DESKTOPS, NOTEBOOKS & TABLETS

IMAGE SCANNER

SERVER, STORAGE, DESKTOPS, NOTEBOOKS & TABLETS

| PRODUCT | | | | | | | | |
|---------------------------|-------|-----------|--------------------------------|---------------------------------|------------------|--------------------------------|---------------------------------|--------------------------|
| Server & Storage | | | CCD - Desktop/Laptop/Tablet | | | | | |
| Location Type | State | Town | NBD Onsite, Mon-Fri, 0900-1700 | 4 hr Onsite, Mon-Fri, 0900-1700 | 4hr Onsite, 24x7 | NBD Onsite, Mon-Fri, 0900-1700 | 4 hr Onsite, Mon-Fri, 0900-1700 | PURR, Mon-Fri, 0900-1700 |
| Metro - Capital City (AU) | SA | Adelaide | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Metro - Capital City (AU) | QLD | Brisbane | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Metro - Capital City (AU) | ACT | Canberra | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Metro - Capital City (AU) | VIC | Melbourne | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Metro - Capital City (AU) | WA | Perth | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Metro - Capital City (AU) | NSW | Sydney | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

| PRODUCT | | | | | |
|--------------------------|-------|----------------|--------------------------------|--------------------------------|--------------------------|
| Server & Storage | | | CCD - Desktop/Laptop/Tablet | | |
| Location Type | State | Town | NBD Onsite, Mon-Fri, 0900-1700 | NBD Onsite, Mon-Fri, 0900-1700 | PURR, Mon-Fri, 0900-1700 |
| Regional Service Centres | NSW | Albury | ✓ | ✓ | ✓ |
| Regional Service Centres | VIC | Ballarat | ✓ | ✓ | ✓ |
| Regional Service Centres | VIC | Bairnsdale | ✓ | ✓ | ✓ |
| Regional Service Centres | VIC | Bendigo | ✓ | ✓ | ✓ |
| Regional Service Centres | WA | Bunbury | ✓ | ✓ | ✓ |
| Regional Service Centres | QLD | Cairns | ✓ | ✓ | ✓ |
| Regional Service Centres | NT | Darwin | ✓ | ✓ | ✓ |
| Regional Service Centres | VIC | Geelong | ✓ | ✓ | ✓ |
| Regional Service Centres | QLD | Gold Coast | ✓ | ✓ | ✓ |
| Regional Service Centres | TAS | Hobart | ✓ | ✓ | ✓ |
| Regional Service Centres | NSW | Newcastle | ✓ | ✓ | ✓ |
| Regional Service Centres | QLD | Rockhampton | ✓ | ✓ | ✓ |
| Regional Service Centres | QLD | Sunshine Coast | ✓ | ✓ | ✓ |
| Regional Service Centres | QLD | Townsville | ✓ | ✓ | ✓ |
| Regional Service Centres | VIC | Wodonga | ✓ | ✓ | ✓ |
| Regional Service Centres | NSW | Wollongong | ✓ | ✓ | ✓ |

| PRODUCT | | | | | |
|-------------------------|-------|-----------------|--------------------------------|--------------------------------|--------------------------|
| Server & Storage | | | CCD - Desktop/Laptop/Tablet | | |
| Location Type | State | Town | 2BD Onsite, Mon-Fri, 0900-1700 | 2BD Onsite, Mon-Fri, 0900-1700 | PURR, Mon-Fri, 0900-1700 |
| Country Service Centres | WA | Albany | ✓ | ✓ | ✓ |
| Country Service Centres | NT | Alice Springs | ✓ | ✓ | ✓ |
| Country Service Centres | NSW | Armidale | ✓ | ✓ | ✓ |
| Country Service Centres | NSW | Batemans Bay | ✓ | ✓ | ✓ |
| Country Service Centres | QLD | Bowen | ✓ | ✓ | ✓ |
| Country Service Centres | QLD | Bundaberg | ✓ | ✓ | ✓ |
| Country Service Centres | QLD | Charters Towers | ✓ | ✓ | ✓ |
| Country Service Centres | QLD | Cannonvale | ✓ | ✓ | ✓ |
| Country Service Centres | NSW | Coffs Harbour | ✓ | ✓ | ✓ |
| Country Service Centres | NSW | Deniliquin | ✓ | ✓ | ✓ |
| Country Service Centres | WA | Dongara | ✓ | ✓ | ✓ |
| Country Service Centres | NSW | Dubbo | ✓ | ✓ | ✓ |
| Country Service Centres | WA | Geraldton | ✓ | ✓ | ✓ |
| Country Service Centres | QLD | Gladstone | ✓ | ✓ | ✓ |
| Country Service Centres | QLD | Hervey Bay | ✓ | ✓ | ✓ |
| Country Service Centres | VIC | Horsham | ✓ | ✓ | ✓ |
| Country Service Centres | NT | Katherine | ✓ | ✓ | ✓ |
| Country Service Centres | QLD | Kingaroy | ✓ | ✓ | ✓ |
| Country Service Centres | TAS | Launceston | ✓ | ✓ | ✓ |
| Country Service Centres | QLD | Mackay | ✓ | ✓ | ✓ |
| Country Service Centres | SA | McLaren Vale | ✓ | ✓ | ✓ |
| Country Service Centres | Vic | Mornington | ✓ | ✓ | ✓ |
| Country Service Centres | SA | Mount Gambier | ✓ | ✓ | ✓ |
| Country Service Centres | SA | MURRAY BRIDGE | ✓ | ✓ | ✓ |
| Country Service Centres | NSW | Nowra | ✓ | ✓ | ✓ |
| Country Service Centres | NSW | Orange | ✓ | ✓ | ✓ |
| Country Service Centres | SA | Port Augusta | ✓ | ✓ | ✓ |
| Country Service Centres | QLD | Port Douglas | ✓ | ✓ | ✓ |
| Country Service Centres | NSW | Port Macquarie | ✓ | ✓ | ✓ |

| | | | | | |
|-------------------------|-----|-------------|---|---|---|
| Country Service Centres | Vic | Seymour | ✓ | ✓ | ✓ |
| Country Service Centres | Vic | Shepparton | ✓ | ✓ | ✓ |
| Country Service Centres | VIC | Swan Hill | ✓ | ✓ | ✓ |
| Country Service Centres | NSW | Tamworth | ✓ | ✓ | ✓ |
| Country Service Centres | NSW | Taree | ✓ | ✓ | ✓ |
| Country Service Centres | QLD | Toowoomba | ✓ | ✓ | ✓ |
| Country Service Centres | NSW | Ulladulla | ✓ | ✓ | ✓ |
| Country Service Centres | NSW | Wagga Wagga | ✓ | ✓ | ✓ |
| Country Service Centres | Vic | WANGARATTA | ✓ | ✓ | ✓ |
| Country Service Centres | VIC | Warrnambool | ✓ | ✓ | ✓ |
| Country Service Centres | QLD | Warwick | ✓ | ✓ | ✓ |
| Country Service Centres | SA | Whyalla | ✓ | ✓ | ✓ |

PRODUCT

Server & Storage; CCD - Desktop/Laptop/Tablet

Fujitsu provides service from the locations listed below, Coverage hours and Response times are subject to agreement.

| Location Type | State | Town |
|------------------------|-------|------------------|
| Remote Service Centres | SA | Balaklava |
| Remote Service Centres | SA | Berri |
| Remote Service Centres | NSW | Bourke |
| Remote Service Centres | NSW | Broken Hill |
| Remote Service Centres | WA | Broome |
| Remote Service Centres | TAS | Burnie |
| Remote Service Centres | WA | Carnarvon |
| Remote Service Centres | SA | Ceduna |
| Remote Service Centres | Qld | Charleville |
| Remote Service Centres | NSW | Coonabarabran |
| Remote Service Centres | WA | Derby |
| Remote Service Centres | VIC | Cobram |
| Remote Service Centres | QLD | Emerald |
| Remote Service Centres | WA | Esperance |
| Remote Service Centres | WA | Exmouth |
| Remote Service Centres | WA | Fitzroy Crossing |
| Remote Service Centres | NSW | Glen Innes |
| Remote Service Centres | Qld | Goondiwindi |
| Remote Service Centres | WA | Gove |
| Remote Service Centres | NSW | Griffith |
| Remote Service Centres | VIC | Halls Creek |
| Remote Service Centres | NSW | Jindabyne |
| Remote Service Centres | WA | Kalgoorlie |
| Remote Service Centres | WA | Karratha |
| Remote Service Centres | WA | Kununurra |
| Remote Service Centres | NSW | Lismore |
| Remote Service Centres | Qld | Longreach |

| | | |
|------------------------|-----|---------------|
| Remote Service Centres | WA | Manjimup |
| Remote Service Centres | WA | Meekatharra |
| Remote Service Centres | VIC | Mildura |
| Remote Service Centres | Qld | Moranbah |
| Remote Service Centres | NSW | Moree |
| Remote Service Centres | QLD | Mount Isa |
| Remote Service Centres | NSW | MUDGEES |
| Remote Service Centres | NSW | NAROOMA |
| Remote Service Centres | WA | NARRABRI |
| Remote Service Centres | WA | Narrogin |
| Remote Service Centres | WA | Newman |
| Remote Service Centres | SA | Nuriootpa |
| Remote Service Centres | WA | Port Hedland |
| Remote Service Centres | SA | Port Lincoln |
| Remote Service Centres | SA | Port Pirie |
| Remote Service Centres | QLD | Roma |
| Remote Service Centres | QLD | Stanthorpe |
| Remote Service Centres | QLD | Tambo |
| Remote Service Centres | NT | Tennant Creek |
| Remote Service Centres | NSW | Tenterfield |
| Remote Service Centres | WA | Tom Price |
| Remote Service Centres | NSW | TUMUT |
| Remote Service Centres | QLD | WEIPA |
| Remote Service Centres | NSW | WOOLLOWEYAH |
| Remote Service Centres | SA | Woomera |
| Remote Service Centres | NSW | Young |

[Back to Top](#)

IMAGE SCANNER

| PRODUCT | | | | |
|---------------------------|-------|-----------|-----------------------------------|------------------------------------|
| Image Scanner | | | | |
| Location Type | State | Town | NBD Onsite, Mon-Fri, 0900-1700 | 4 hr Onsite, Mon-Fri, 0900-1700 |
| Metro - Capital City (AU) | SA | Adelaide | ✓ | ✓ |
| Metro - Capital City (AU) | QLD | Brisbane | ✓ | ✓ |
| Metro - Capital City (AU) | ACT | Canberra | ✓ | ✓ |
| Metro - Capital City (AU) | VIC | Melbourne | ✓ | ✓ |
| Metro - Capital City (AU) | WA | Perth | ✓ | ✓ |
| Metro - Capital City (AU) | NSW | Sydney | ✓ | ✓ |

PRODUCT

| Image Scanner | | | |
|--------------------------|-------|----------------|--------------------------------|
| Location Type | State | Town | NBD Onsite, Mon-Fri, 0900-1700 |
| Regional Service Centres | NSW | Albury | ✓ |
| Regional Service Centres | VIC | Ballarat | ✓ |
| Regional Service Centres | VIC | Bairnsdale | ✓ |
| Regional Service Centres | VIC | Bendigo | ✓ |
| Regional Service Centres | WA | Bunbury | ✓ |
| Regional Service Centres | QLD | Cairns | ✓ |
| Regional Service Centres | NT | Darwin | ✓ |
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PRODUCT

| Image Scanner | | | |
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| Country Service Centres | SA | MURRAY BRIDGE | ✓ |
| Country Service Centres | NSW | Nowra | ✓ |
| Country Service Centres | NSW | Orange | ✓ |
| Country Service Centres | SA | Port Augusta | ✓ |
| Country Service Centres | QLD | Port Douglas | ✓ |
| Country Service Centres | NSW | Port Macquarie | ✓ |

| | | | |
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| Remote Service Centres | WA | Narrogin |
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| Remote Service Centres | SA | Port Pirie |
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| Remote Service Centres | QLD | Stanthorpe |
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| Remote Service Centres | QLD | WEIPA |
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[Back to Top](#)