



Enhanced Warranty

HASSELBLAD UK

Standard Factory Warranty

The standard factory warranty supplied with our cameras is for one year from the date of purchase in the UK, during which time Hasselblad will repair or have repaired, free of charge, any product which is defective, provided that Hasselblad is notified of any such defect within the warranty period and that this defect is shown to be due to poor workmanship on the part of Hasselblad, or the materials used by Hasselblad. The customer is responsible for all return carriage costs and for the hire of replacement equipment during the period of repair – see “Special Service Hire Charges” price list, in such cases, are available through our Service Department. The standard warranty cover is subject to certain conditions, full details of which are available upon request. Extension for most products beyond the first year of our factory warranty can be purchased – please see price list for details.

Hasselblad UK Enhanced Warranty

The Hasselblad (UK) Limited Enhanced Warranty programme is available to all our customers wishing to increase the warranty cover supplied as factory standard on their Hasselblad purchase, during the first year and up to 3 years – please see price list for details. Should the Hasselblad product prove defective in workmanship or materials while covered under the Enhanced Warranty, Hasselblad will, at its option, provide either a loan or replacement product (if applicable). If Hasselblad chooses to provide a replacement unit, Hasselblad may provide a refurbished unit in “as new” or similar condition to the unit being replaced. Under normal circumstances, the loan or replacement unit will be delivered to the customer within 48 hours (excluding weekends and holidays) of establishing that the original unit is defective. Hasselblad will additionally

Factory Extended Warranty

	Per Year (for 4 years beyond first year of factory warranty)
CFII-39	£210.00
CFII-39MS	£420.00
CFV-39	£220.50
CFVII/CFII-39	£450.00
H3DII-31	£445.00
H3DII-39	£552.00
H3DII-50	£620.00
H3DII-39MS	£712.50
H3DII-50MS	£846.00
H4D-40	£515.00
H4D-50	£735.00
H4D-50MS	£920.00
H4D-60	£1,066.00
H2/H2F Kit	£715.50

	Per Year (1 year beyond the first year of factory warranty)
Flextight X1	£875.00
Flextight X5	£1,365.00

Prices are exclusive of VAT

Examples of Hire Cost for replacement*

	cost for 10 day period
H3DII-50	£2,200.00 based on £1,100 per week
H4D-50	£2,360.00 based on £1,180 per week

Prices are exclusive of VAT *Pro Centre Hire Price List

UK Special Service Hire Charges

(for cover during downtime at the factory)

		per day	full duration
H3DII-39	No lens	£125.00	£900.00
H3DII-50		£160.00	£1000.00

Plus carriage for delivery and collection. Prices are exclusive of VAT

arrange for the collection of the defective product. All freight charges associated with the delivery/collection of the defective product, as well as the loan/replacement product, will be paid by Hasselblad. Hasselblad may request a credit card to be billed in the event that any loaned equipment is not returned or returned damaged. The Enhanced Warranty can be purchased at any time during the first year (proof of purchase required on application) – commencing

retrospectively from the date of purchase. The Enhanced Warranty can be renewed at the end of each year up to a total of three years. If preferred, the Enhanced Warranty can be purchased for the full three year duration with the first year FREE OF CHARGE. In the case of Flextight scanners and Hasselblad H-System cameras, a fixed price "Preventative Maintenance" must be carried out at the specified exposure counts (full details of

which can be made available upon request) at the customer's expense; failure to carry out such procedures will invalidate all warranties. The Enhanced warranty is only applicable within the UK and is subject to terms and conditions. Hasselblad shall not be liable for any loss, damage, or inconvenience resulting from the use or inability to use the Hasselblad product. These standard and enhanced warranties do not affect our customers' statutory rights.

HASSELBLAD UK ENHANCED WARRANTY

	When Purchased as 3 year Plan	1st Year	2nd Year	3rd Year	Totals
	Totals	When Purchased Individually			
H3DIIxx & H4Dxx (includes MS)	£1,750.00	£650.00	£800.00	£950.00	£2,400.00
CFV-39	£1,200.00	£450.00	£550.00	£650.00	£1,650.00
CFII-39 (includes MS)	£1,400.00	£550.00	£650.00	£750.00	£1,950.00
H2F	£700.00	£200.00	£300.00	£400.00	£900.00
H Lenses	£700.00	£200.00	£300.00	£400.00	£900.00
Flextight Scanner X1 & X5	£1,450.00	£500.00	£650.00	£800.00	£1,950.00

FIRST YEAR FREE OF CHARGE WHEN PURCHASED AS 3 YEAR PLAN Prices are exclusive of VAT

Example of price comparison

	HUK Enhanced Warranty	Worldwide CCP
H3DIIxx & H4Dxx 1st year	£650.00	£1,369.00
H3DIIxx & H4Dxx 2nd year	£800.00	£1,369.00
H3DIIxx & H4Dxx 3rd year	£950.00	£1,369.00
Total for all three years	£2,400.00	£4,107.00
Total when purchased as 3 years (1st year F.O.C.)	£1,750.00	n/a

Prices are exclusive of VAT

To place an order

or for more information on enhanced warranties, please contact:
 Hasselblad (UK) Limited
 Service Department
 Tel: 020 8731 3270
 Email: service@hasselblad.co.uk

Enhanced/CCP Warranty comparison chart

HUK Enhanced Warranty
(additional to std warranty)

Worldwide CCP

GEOGRAPHIC COVERAGE		
UK	Yes	Yes
Worldwide (with some exclusions)	No	Yes
LOAN EQUIPMENT LOCATIONS		
Elstree/The Pro Centre	Yes	Yes
Selected Dealers	No	Yes
Worldwide (with some exclusions)	No	Yes
LOAN EQUIPMENT PROVIDED		
Same Model loan/swap	No	Yes
Same or similar model loan	Yes	Yes
Within 24 hours	No	Yes
Within 48 hours	Yes	n/a
ITEMS COVERED UNDER WARRANTY		
All current digital products	Yes	Yes
Up to 3 additional accessories	No	Yes
TELEPHONE TECHNICAL SUPPORT AVAILABILITY		
8:30 a.m. to 8 p.m. GMT - Monday to Sunday (Inc.)	Yes	n/a
24 hours (weekdays only)	No	Yes
WARRANTY TERM PERIOD		
1st, 2nd and/or 3rd year	Yes	Yes
Warranty transfer to subsequent owner/s if registered appropriately	Yes	Yes

Worldwide Customer Care Plan (CCP)

	(3 consecutive years from date of purchase when new)	
H3D/H3DII/H4D (Inc. MS)	£1,369.00	per year
H2/H2F	£389.00	per year
CF/CFII (Inc. MS)	£980.00	per year
Additional accessory	£87.50	per year
Mandatory refurbishment	£755.00	per year

Prices are exclusive of VAT

YOUR WARRANTY 1 1 2020



Factory and Enhanced Warranty terms and conditions:

Limited to failure as a result of defective workmanship or materials only - examples of exclusions: use of excessive force or impact; scratched IR filter or CCD; dust on or under the IR filter; malfunction due to use or storage under climatic conditions (temperature, humidity, dust and/or sand) not conducive or appropriate.

Hasselblad is not responsible for warranty repairs if the product's serial number is removed or should the product fail to function as a result of misuse, abuse or any other accident (including damage in transit).

All warranty repairs must be performed by Hasselblad.

All warranty claims must be made through the supplier or Hasselblad (UK) Ltd. Hasselblad (UK) Ltd., must be notified of any defects or failures within the warranty period and proof of purchase supplied.

The warranty is NOT an international warranty and claims can not be made from outside the country of purchase (see "Worldwide Customer Care Plan" for international cover).

CCD cleaning is not covered by the warranty.

All cables and other accessories are not covered by the warranty.

The warranty on H-System camera bodies and lenses is limited to twelve months (in the case of factory warranty - extensions for 2nd, 3rd and 4th years, where applicable), 1, 2 and/or 3 years (for enhanced warranty) or 100,000 exposures, whichever is reached first.

On reaching 100,000 exposures, these products must be returned to the factory for a "Factory Refurbishment" or general overhaul at the customers' expense (details available upon request). Failure to do so will make void any warranty that exists at the time.

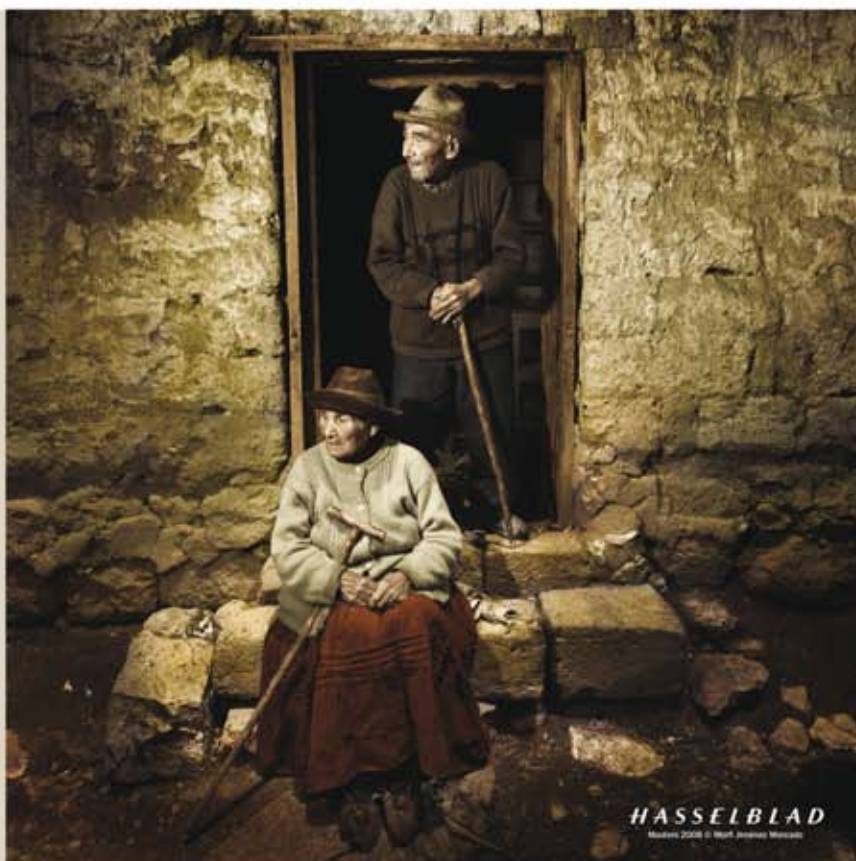
The warranty on Flexlight scanners is limited to twelve months (in the case of factory warranty), 1, 2 and/or 3 years (for enhanced warranty) providing that "Preventive Maintenance" (PM) is performed, at the customers' expense and according to the factory "PM" programme - at 25,000 scans (15,000 scans when used with Batch Feeder) or every 12 months, whichever is reached first.

"PM" for scanners includes:

- 2.5 hours labour (at the current rate).
- Exchange of drive belts and bearings in gear box.
- Inspection and exchange of gripper, if necessary.
- Inspection and exchange of wear plate, if necessary.
- Inspection and exchange of light tubes, if necessary.
- Inspection and exchange of pressure rollers, if necessary.
- Cleaning of light tubes, optics and CCD.
- CCD and focus calibration.

Failure to comply with the preventive maintenance recommendations for scanners will make void any warranty that exists at the time of failure.

Hasselblad will request a credit card to be billed in the event that any loaned equipment is not returned or returned damaged. Hasselblad shall not be liable for any loss, damage, or inconvenience resulting from the use or inability to use the Hasselblad product. Hasselblad warranties, both factory and enhanced, do not affect your normal statutory rights.





HASSELBLAD

Taking Photography Further

For more warranty information,
please contact:

Hasselblad (UK) Limited

Service Department

Tel: 020 8731 3270

Email: service@hasselblad.co.uk

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