

Title	3rd Party Product FAQ - Fujifilm Products
Audience	Tech Support, Demo Artists, Commissioning, Purchasing

Products covered in this version of the document

Lenses

ZA12X4.5BERD-S6

ZA17X7.6BERD-S6

ZA22X7.6BERD-S6

HA14X4.5BERD-S6B

HA18X7.6BERD-S6B

HA19X7.4BERD-S6

HA18X5.5BERD-S6

HA23X7.6BERD-S6

HAS18X7.6BMD

Other

EPD-21A-A02 Focus

MCA-7 Mounting clamp

ERD-20A-A02 Zoom

1. Support Instructions

For issues with the products themselves, this is a support issue for Fujifilm. The support group to contact is the closest regional support based on the location of the customer, not necessarily from Fujifilm North America.

2. Warranty Instructions

For warranty issues with the products themselves, this is an issue for Fujifilm. The warranty group to contact is the closest support based on the location of the customer, not necessarily from Fujifilm North America.

Encourage the customer to register the product for warranty purposes with the closest regional Fujifilm office.

3. Documentation

Documentation for the products has been placed in SpringCM, under Ross Video / Sales & Marketing / Manuals / Third Party Products / Fujifilm (Fujinon).

4. Ordering Instructions

We are not maintaining stock on any of the products, they are ordered on a per shipment basis. The lead time will vary based on whether the unit is in stock with Fujifilm North America. If it is not in stock, shipment may take some time.

The intention is to order from Fujifilm North America and have them shipped to Ross Video where they will be added to the customer shipment.

Fujifilm North America has requested information on any products we are to ship to a customer for warranty and support reasons. So when ordering the products from Fujifilm North America, please advise them at the time of ordering, the destination for the product. That is, customer info, address and suggested contact info.

5. Tax & Customs Info

Country of manufacturing: Japan

Ordering information, also in Agile

Name:

FUJIFILM NORTH AMERICAN CORPORATION (Fujinon)

Address:

Optical Devices Division
10 High Point Drive
Wayne, NJ
07470

Phone:

973-633-5600

URL:

<http://www.fujifilm.com/>

Contact:

Stosh Durbacz

Email:

sdurbacz@fujifilm.com

Revision History

2014-12-11, Steve Bland, ver 0.1, initial draft

2014-12-12, Steve Bland, ver 0.2, minor updates

2015-04-01, Steve Bland, ver 0.3, country of origin/production, shipping instructions.

2015-06-15, Steve Bland, ver 0.4, new parts for RVS-TP-FUJ-SS13 kit

2016-03-07, Steve Bland, ver 0.41, new part HAS18X7.6BMD for RVS-TP-FUJ-HA23X7.6