



Ricoh GreenLine Remanufactured Equipment Program

Frequently Asked Questions (FAQs)

Q- What is the “Ricoh GreenLine” equipment program?

A- The “Ricoh GreenLine” program offers customers the flexibility to replace outdated equipment with a high-quality, previously owned device in order to satisfy their document production needs as well as their budgetary constraints. “Ricoh GreenLine” products provide a practical, cost-effective alternative to purchasing a brand-new, high end solution.

Q- Why did Ricoh convert the “Select Series” to “GreenLine?” Has anything changed?

A- The “Ricoh GreenLine” program is identical to the former “Select Series” program. Ricoh has re-evaluated its pricing strategy for the dealer channel to make our remanufactured offerings more appealing/aggressive. We changed the branding for this process to better align with global initiatives and environmental sustainability strategies.

Q- Is “GreenLine” branded for Savin/Lanier?

A- No, Ricoh’s “GreenLine” program is only available under the Ricoh brand.

Q- How are “Ricoh GreenLine” models selected?

A- The “Ricoh GreenLine” program relies on proven products and models with lower overall meter counts and have had a successful track record in the field as their previous incarnation as new machines.

Q- What are some of the key advantages of the program?

A- Cost – “Ricoh GreenLine” is less expensive than equivalent new devices.

Quality – “Ricoh GreenLine” incorporates the best selection of Ricoh original replacement parts, including the latest software and hardware advancements for the particular model, and is processed under strict ISO 9001:2008 requirements for Quality Management and ISO14001 requirements for Environmental Management.

Service – “Ricoh GreenLine” is serviced exclusively by Ricoh or Ricoh Authorized Dealers (no third parties). Ricoh is committed to providing the same level of service with our remanufactured equipment that we provide with our new equipment.

Proven – Ricoh only remanufactures models that have been proven successful in the market.

Q- What is the warranty for the Ricoh GreenLine products?

A- The “Ricoh GreenLine” products carry a 90-day product warranty. For complete details, please see the Ricoh GreenLine Limited Warranty Agreement.

Q- What models are available through the “Ricoh GreenLine” equipment program?

A- Please refer to your latest price list for a complete list of all available models.

Q- Can the “Ricoh GreenLine” be sold to major account customers?

A- “Ricoh GreenLine” products are available to customers of all types; however, major account deals that require larger amounts of equipment should be forecasted at least 60 days prior to potential install.

Q- What additional accessories are available for the “Ricoh GreenLine” products?

A- “Ricoh GreenLine” products come as “pre-configured” solutions – check your latest price list for a list of any additional accessories that may be available with your individual pre-configured solution.

Q- What kind of support can I expect for my “Ricoh GreenLine” products?

A- The “Ricoh GreenLine” products receive the same product support as new products.

Q- How are “Ricoh GreenLine” products supported in the field?

A- Ricoh is committed to providing the same level of technical, parts and supply support for the Ricoh GreenLine products that we currently provide on our new equipment.

Q- How do the “Ricoh GreenLine” products benefit our environment?

A- Ricoh achieves greater resource conservation by re-utilizing a large portion of the original equipment components, minimizing new resources and the energy that is typically used to manufacture a new machine without sacrificing Ricoh’s dedication to creating a superior quality product.

Q- How do I find out more about the Ricoh GreenLine products?

A- Please contact your local Ricoh Dealer Business Manager (DBM) for more details on the Ricoh GreenLine program and for the most up to date product availability information.

Driving Sustainability for Our Future.



www.ricoh-usa.com/environment