

Quick Reference Guide



Telephone

0800 493 769

Please have your machine serial number handy when you call. To find the serial number please select 'machine status' on your printer/machine.



Email

Consumable Ordering and General Enquiries
shm-fbnz-contact.centre@fujifilm.com

Service Related Issues or Queries
shm-fbap-Support.NZL@fujifilm.com



Website

www.fujifilm.com/fbnz



Need help?

With MyAccount you can log service calls, access and update account and contact information, get online support and more.

myaccount-fbnz.fujifilm.com



Online Support Assistant

Your portal for downloading drivers, self-help and documentation on your printer/machine

www.fujifilm.com/fbnz/support



Live Chat

Have a technical or general enquiry? Use our Live Chat feature to liaise directly with our Support team by navigating to **www.fujifilm.com/fbnz** and clicking 'Support & Drivers' at the top of the page.



Opening Hours + Onsite Service

8.30am – 5.00pm (Monday – Friday)



Customer Feedback

We encourage customer feedback through our Voice of Customer program.

To place feedback please visit **www.fujifilm.com/fbnz/voc**