



iDTRONIC SERVICE PACKAGE GUIDELINE

COMPREHENSIVE WARRANTY

FOCUS ON YOUR BUSINESS WITHOUT CONCERN

The iDTRONIC Service package *“Service Package from the Start Basic”* provides superior life-cycle support to ensure that products are always operating at peak performance when you need them to. „Service Package from the Start Basic“ can be ordered at the time of products are covered for you without any concerns. It is a robust support service that enables you to protect your investment against normal wear and tear, with expert repair, technical and software support.

Included as standard when you purchase *„Service Package from the Start Basic“*, this unique offering provides normal wear and tear repair coverage with a dependable five-day repair turnaround time, along with additional service options. No matter where you are located, our global support infrastructure helps ensure expert repair, reliable turnaround times, along with prompt technical service and online support.

The iDTRONIC Service Package provides you with the right choice to meet your maintenance requirement.

FAST AND EASY TO USE REPAIR PROCEDURE

You can initiate repair quickly and easily, with anywhere and anytime convenience. Just contact our service center (support@idtronic.zendesk.com) to request a Return Material Authorization (RMA) number, print out the shipping documents, and you're on your way. iDTRONIC technical experts repair your device to exact manufacturer specifications.

UNIFIED SUPPORT STRUCTURE MAKES FOR A PERSONAL

Once you have chosen iDTRONIC, you get industry leading response times and a level of expertise from both authorized local service centers and the manufacturer directly at the same time. We try to provide you with very competitively priced service plans with extended cover to meet your requirements.

THE iDTRONIC SERVICE PACKAGE

Service from Both Local Service Centre and Manufacturer

	Standard Warranty	„Service Package from Start Basic“ with Comprehensive Warranty 2y	Service Package with the Start Basic“ with Comprehensive Warranty 3y
Warranty Period	1 Year	2 Years	3 Years
Manufacturer defect only	★	★	★
Normal wear and tear	-	★	★
Part failures coverage	-	★	★
Accidental breakage	not covered	not covered	not covered
Repair turnaround time	No Guarantee 10 days-in house	7 days	7 days
Software service pack updates	-	★	★
On-line technical support	★	★	★

- Service availability is **dependent on the country**.
For further information please contact your iDTRONIC representative.
- In-house turnaround time represents the time a unit spends at iDTRONIC in the repair process, the **7-Business Day turnaround time is an objective that is not guaranteed**, and this time does not include transit time.
- iDTRONIC will **ship units** via customer-designated carrier and method, **charged to customer’s account**.
- Includes application loading and configuration management.
- Provides support cover **Monday through Thursday 9 a.m. to 5 p.m. and Friday 9 a.m. to 2 p.m. local time**, excluding holidays observed iDTRONIC and their repair centers.
- Provides **e-mail response within twenty four (24) business hours**. The iDTRONIC representative will assess the nature of the problem. Assist/perform problem determination and manage problem resolution.