

# OPTICARE SERVICE AGREEMENTS



## OPTICARE SERVICE LEVEL AGREEMENTS

Opticon are committed to providing excellent customer service and provide OptiCare packages carefully chosen to meet your requirements.

The OptiCare packages provide cover for a wide range of Opticon devices. Our policy offers support for a full 24 months from date of purchase for all our UK customers.

Cover includes Accidental Damage, Warranty Failure, and Two Screen Replacements with a guaranteed 3 working day turnaround.

## INCLUDED PRODUCT RANGE

We have increased the range of devices within our Service Level Agreements to the following:

- H-32, H-21, H-22, H-27
- OPN-2001, OPN-2006, RS-2006
- OPN-3002, PX-20, OPN-4000
- OPH-3001, OPH-1005.





Exclusions apply, see full list below for complete details.

			
Guaranteed 3 working day turnaround	Warranty failure	UK service	Accidental damage

## Exclusions

Unless stated under the terms and conditions of the contract the following will not be included within your service level agreement:

- Unauthorised tampering or modification of the equipment.
- Use of the equipment for anything other than the use for which it is designed.
- Misuse, abuse, neglect of the equipment including fire and flood.
- Malicious damage to the equipment. Opticon reserves the right to classify each repair upon inspection.
- Shipping Damage.

ESL & Color Displays	OEM & Stationary	Mobile Computers	Handheld Scanners
			
We scan, connect and communicate			

