



# OptiCare

## Comprehensive Care

Opticon is committed to provide excellent customer service. Therefore we offer OptiCare packages, which are carefully chosen to meet your requirements.

The OptiCare packages provide cover for the Opticon mobile computers H-28, H-29, H-31 and H-33. Our policy offers support for a full 2 years, 3 years or 5 years, from date of invoice for all our customers.

## A Full Package

Cover includes Accidental Damage, Warranty Failure, and one Screen Replacement for a 2/3-year contract and a two screen replacements for a 5-year contract (exclusions apply) with a guaranteed 3 working day turnaround, Telephone Support and Free Return Shipping (no advance shipments).

We operate a service exchange program for all OptiCare contracts and will provide a like for like replacement device. We can also validate new policies up to 30 days after the date of invoice. The 3 working day turnaround, excluding shipment, will begin once we receive your unit at our Opticon Service Center in the Netherlands.

Opticon reserves the right to amend or cancel any OptiCare policy without prior notice. Exclusions apply, see full list for complete details. Opticon reserves the right to review all new OptiCare pricing on a quarterly basis. Your local office reserves the right to adjust the policies for their area.



# OptiCare

## Terms & Conditions Comprehensive Care

### General Terms & Conditions

The Opticon General Terms & Conditions of delivery and payment 2015 apply for the Comprehensive Care. You may find these terms and conditions on [www.opticon.com](http://www.opticon.com).

Unless stated under the terms and conditions of the contract the following will not be included within your Comprehensive Care:

- Unauthorized tampering or modification of the equipment.
- Use of the equipment for anything other than the use for which it is designed.
- Misuse, abuse, neglect or disaster of the equipment, fire, flood or any other type of liquids or fluids or battery leakage.
- Malicious damage to the equipment. Opticon reserves the right to classify each repair upon inspection. This includes Beyond Economic Repair (BER).
- Shipping Damage.
- Opticon shall not under any circumstances be liable to Customer or any other party for lost profits, or any other damages with respect to any claim.
- The units will be returned in Factory Default mode. Any 3rd party software will not be reloaded after repair.

### Registration

To register your OptiCare for the H-28, H-29, H-31 and H-33, please contact your local office or send an email to [sales@opticon.com](mailto:sales@opticon.com), stating your Company Name, Contact Info, Product Name and Serial Number.

If you have any questions regarding your Comprehensive Care, please contact your local representative. For Opticon office details, please check our website [www.opticon.com](http://www.opticon.com).

OptiCare 2 years  
Art. code: 76242

OptiCare 3 years  
Art. code: 76243

OptiCare 5 years  
Art. code: 76245