

CompleteCare

service plans

At Juniper Systems, we pride ourselves in the care of our customers. Our goal is to provide you with outstanding service and complete peace of mind. While our Standard Warranty protects against any manufacturer's defects, we offer additional service plan options that provide extended benefits and exceptional value, for those who want to maintain and protect their investment more fully.

"Great team from sales to service! All very helpful, quick to respond, and knowledgeable. We work with other vendors as well, but Juniper always has gone over and beyond to assist us and our customers."

SHANNON TAYLOR, MICROSURVEY

SERVICE PLANS

(3-year or 5-year)

GOLD

Enhance your benefits from the Standard Warranty for more coverage at an economical price. Reduce your total cost of ownership by adding normal wear and tear coverage and guaranteed faster repair turn times to your standard product warranty.

PLATINUM

In addition to all of the benefits received from the Gold plan, full comprehensive coverage offers you unprecedented value and protection for any accident that might occur. If it breaks, we'll fix it. When your work is so important that you cannot be without a device, we will loan you one to use.



BENEFITS

- Peace of mind
- Increased profits
- Decreased down-time
- Increased productivity
- Increased efficiency
- Improved work crew moral
- Reduced total cost of ownership
- Predictable costs



	STANDARD Manufacturer Warranty	GOLD CompleteCare Service Plan	PLATINUM CompleteCare Service Plan
Mfg. defective parts and workmanship	×	×	×
Online portal for RMA requests	×	×	×
Hardware, firmware, & operating system updates	×	×	×
Full functional evaluation	×	×	×
Technical support via telephone or email	×	×	×
ISO Quality control environment	×	×	×
Volume discounts		×	×
Repair turn time	10-day	3-day	1-day
Normal wear & tear (includes TS, keyboard, and connector module)		×	×
Discount on parts not covered by plan		25%	50%
Free data recovery		×	×
Expedited return shipping		2-day	1-day
Accidental damage coverage			×
Loaner unit option			×
Premium screen protector package			×
Dedicated service account manager for qualifying customers			×

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DESCRIPTION OF SERVICES

- **Manufacturing defective parts and workmanship** includes parts and labor as outlined under the product's original standard warranty.
- **The online RMA portal** allows customers to issue requests for product repair or maintenance returns without having to call or email tech support.
- **Hardware, firmware, & operating system updates** ensure that your product remains at peak performance. When a product is returned for repair, all recommended updates are performed.
- **A full functional evaluation** is completed each time a product is returned for repair. This evaluation ensures that all functions on your device are in working order.
- **Technical support via telephone or email** makes it easy for customers to receive assistance when questions arise. Our professional support staff is committed to exceed your expectations by making your experience with Juniper Systems a personal and enjoyable one.
- **ISO quality control environment & Juniper Quality Management System:** Juniper Systems' ISO 9001 Certified Quality Management System helps ensure the highest quality products in the industry. We are committed to consistently providing outstanding quality.
- **Volume discounts** are offered to help reduce the cost per service plan when multiple handhelds are registered. Please contact one of our sales or technical support engineers for details.
- **Repair turn times** are based on what type of service is purchased. In most cases, Juniper Systems will turn around a repair faster than what is advertised for each maintenance service option.
- **Normal wear & tear** includes coverage for components that wear out during normal use of the product. These components include: touch screen, display backlight, keyboard switch matrix, keyboard overlay, connector modules, and latches.
- **Charged repair discounts for parts** allow a customer to receive a discount on all parts used in charged repairs. These discounts minimize the impact of unexpected expenses when repair charges do apply.
- **Free data recovery:** In the unfortunate event of a catastrophic failure, Juniper Systems offers professional services that, in most cases, make it possible to retrieve data that are stored on the device.
- **Expedited return shipping** options allow a customer to reduce the number of days in transit to the repair center, thereby reducing the overall turn time for the repair.
- **Accidental damage coverage** offers you unprecedented value. When accidents occur, we fix it or replace it.
- **A loaner unit option** is made available when the 1-day service option cannot be provided.
- **A premium screen protector package** is included with each device returned for repair. Screen protectors help keep your screen clean, clear and prevent maintenance fee charges. In addition, Handhelds with resistive touch screens will receive two premium screen protectors for each purchased service plan year (supplied at time of order).
- **A dedicated service account manager** is a dedicated technical support engineer assigned to service your account. This person is responsible for understanding your individual use-case and is often better prepared to resolve any issues that might occur, reducing the amount of time spent troubleshooting or finding solutions.

Note: For complete details and exclusions of service see terms and conditions.

