

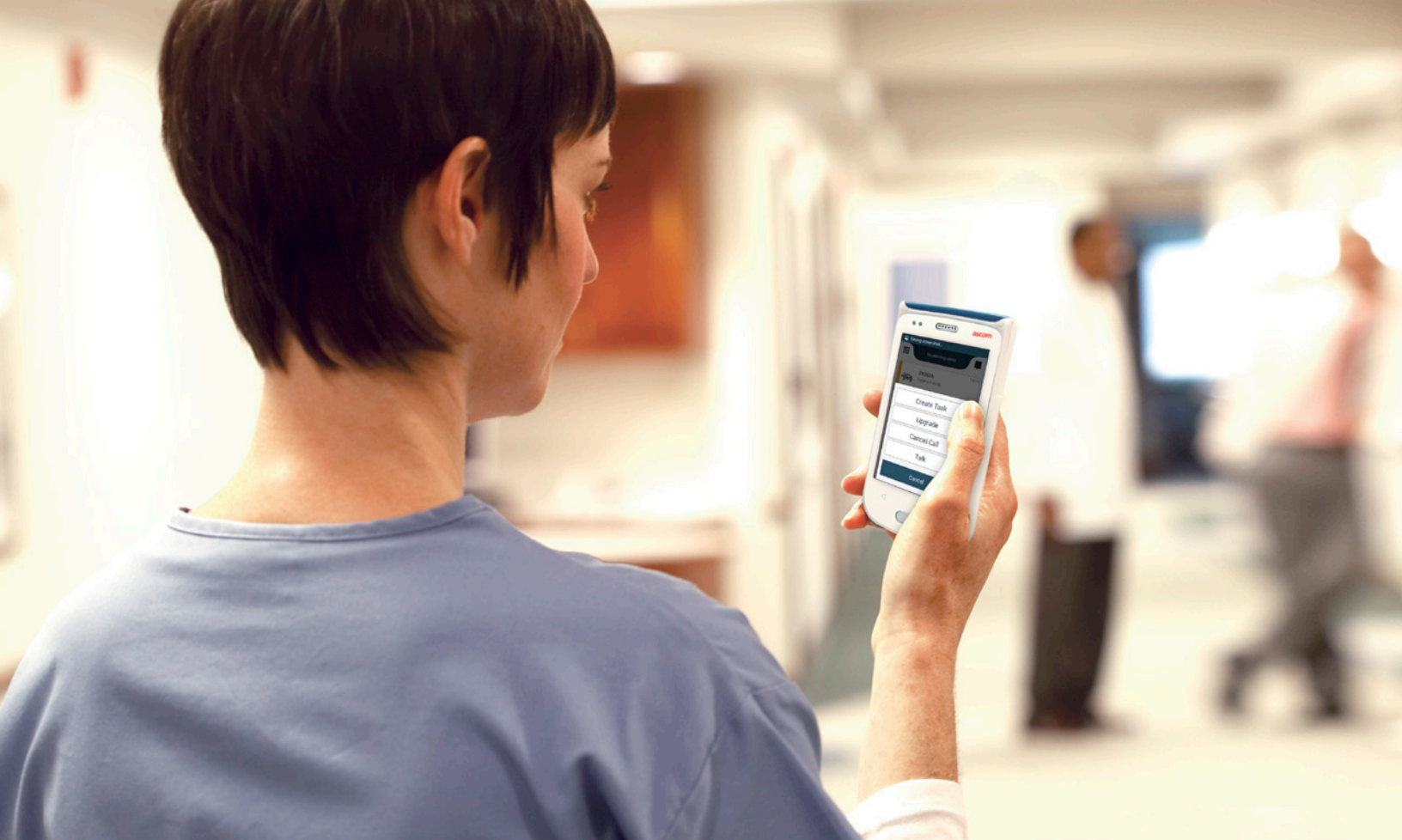


# Pinnacle Product Protection Plans

Warranty and product protection plans to safeguard your Ascom equipment.



**ascom**



# Ascom Product Protection Plans

*Safeguard against unexpected replacement fees, accurately plan for system repair costs and insure your Ascom investment.*

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## **For More Information**

To learn more about Ascom Product Protection Plans or solutions, visit [www.ascom.us](http://www.ascom.us) or call 877-71ASC0M.

## **Enhance The Standard Warranty**

Ascom provides customers with Pinnacle Product Protection Plans (PPP) to enhance and extend the 1st year warranty coverage for Ascom's on-site wireless systems. The Pinnacle Product Protection Plan provides enhanced coverage above and beyond the standard 1st year warranty for Ascom branded products. Ascom Product Protection Plans must be purchased before the on-site wireless system is commissioned, so ask your sales representative for more information.

## **Portable Handset Repair / Replacement**

i62, d62, d63, d81 and Ascom Myco™ handsets will be repaired or replaced at no cost during the protection period.

## **Infrastructure**

Ascom will repair or replace all defective Ascom infrastructure hardware associated with the plan at no cost. Infrastructure is specific to Ascom base stations, Ascom access points and base station controllers.

ASCOM COVERAGE	Manufacturer 1st Yr. Warranty	Pinnacle 1st Year Enhanced Coverage	Pinnacle Future Year Extended Coverage
Defects and Workmanship	✓	Included in 1st Yr. Warranty	✓
Portable Handset Repair or Replacement	✓	Included in 1st Yr. Warranty	✓
Infrastructure	✓	Included in 1st Yr. Warranty	✓
Battery Chargers	✓	Included in 1st Yr. Warranty	✓
Portable Handset Software Updates	✓	Included in 1st Yr. Warranty	✓
Ascom Technical Training <sup>1</sup>		✓	✓
Accidental Damage		✓	✓
Portable Handset Swap Stock <sup>2</sup>		✓	✓
Belt Clips		✓	✓
Advanced Replacement		✓	✓
Liquid Damage		✓	✓

Product Group I	Product Group II	Product Group III	Product Group IV
d62 <sup>3</sup> , d63 	i62 	d81 	Myco 

<sup>1</sup>One free technical training class included in the purchase price of each Pinnacle Product Protection Plan. <sup>2</sup>Swap Stock for Product Groups 1, 2 & 3 only. <sup>3</sup>Ascom d62 warranty repairs will be discontinued November 30, 2021.

### Battery Chargers

Ascom will replace defective battery chargers at no additional charge.

### Portable Handset Software Updates

Ascom will provide handset software updates at no additional charge.

### Ascom Technical Training

Ascom will provide e-learning courses at no charge. Ascom will also provide one free Instructor led technical training class per year hosted at Ascom Academy training center in Morrisville, North Carolina.

### Accidental Damage

Ascom will cover repair needs resulting from accidental damage, providing the portable handset is repairable. Some restrictions apply.

### Portable Handset Swap Stock

Ascom will provide the customer with (2% of total) portable handset(s) to be used to replace defective units during the repair turnaround time throughout the term of the Plan. Swap stock is available for Product Groups 1, 2 & 3 but not Product Group 4.

### Belt Clips

Ascom will replace defective belt clips covered in the plan at no additional charge.

### Advanced Replacement

*Infrastructure & Central Equipment*  
Ascom will ship replacement parts for infrastructure and central equipment to the customer and upon receipt the customer will have 5 working days to return the defective unit to Ascom. If the equipment is not returned to Ascom within five working days then Ascom will bill the customer for the advanced replacement parts shipped.

### Liquid Damage

Ascom will cover repair needs resulting from liquid damage, providing the portable handset is repairable. Some restrictions apply.

### Participation Requirements

To participate in the Pinnacle 1st Year Enhanced Coverage plan, customers are required to purchase the plan from Ascom before the system and portable handsets are put in use. To participate in the Pinnacle Future Extended Coverage Plan, customers must purchase the plan before the end of their current plan.

### Exclusions

The Product Protection Plans do not cover third-party equipment or embedded software. Partial or mixed coverage types are not allowed.

### **About Our Company**

Ascom is the leading Information and Communication Technology provider, delivering integrated workflow intelligence via services and applications that connect and mobilize healthcare professionals to improve patient safety and satisfaction. From scalable nurse call communication systems for better clinical workflow to the first purpose-built smart devices for healthcare, all Ascom solutions seamlessly integrate via Ascom Unite software into existing systems in hospitals, clinics and senior living communities. Based in Research Triangle Park, North Carolina, Ascom is a subsidiary of Ascom Group. For more information, visit [www.ascom.us](http://www.ascom.us) and follow @AscomNA and LinkedIn.