

ADVANCED WARRANTY REPLACEMENT PROGRAM

A reliable communication system is the backbone for any mission-critical production. If that system stops working, you need to have a quick and easy solution to get back online. With Clear-Com, you can get protection and peace of mind in the event of a problem with your communication system equipment.



Clear-Com offers an Advanced Warranty Replacement (AWR) Program that extends the advanced replacement coverage on your Clear-Com products for up to 24 months from the date of purchase. If the Clear-Com product covered under the AWR stops working, a replacement will be delivered to you at no additional charge and then you simply return the non-working unit.

It's that easy.



Program Overview

Most Clear-Com products are automatically covered by a Standard Limited Warranty (SLW) that provides product replacement within the first 3 months following the initial shipment date. An Advanced Warranty Replacement (AWR) is an extension of this coverage past the initial 3 months, up to 24 months after the original shipment date. An AWR must be purchased within 90 days of the original shipment date in order to qualify for service.

Ship Date	After 3 Months		24 Months
SLW including 3 mos AWR	Without Extended AWR		Return for Repair
SLW including 3 mos AWR	With Extended AWR		Advance Replacement

All new Clear-Com products can be covered under the AWR program except the following:

- Headsets
- Handsets
- WBS Analog Wireless products
- Legacy and Discontinued Party-line PL-Pro products
- Legacy and Discontinued Matrix, Matrix Plus and Matrix Plus 3 products

Easy Enrollment Process

Signing up for an AWR is easy!

Enroll at time of purchase

- Notify your Dealer , Distributor or Clear-Com that you would like to enroll in the AWR Program
- 15% of the manufacturer list price for each product enrolled will be added to the Purchase Order
- The individual product or system serial numbers will be noted as the order is packed
- You will receive an AWR contract number to keep for future reference
- Only the serial numbers that appear on the contract number will qualify for AWR coverage

Enroll within 90 days of purchase

- Submit a Purchase Order to your Dealer or Clear-Com for 15% of the manufacturer list price of the products you want covered
- The individual product or system serial numbers must appear on the Purchase order to qualify for AWR coverage
- Once the Purchase Order is processed, you will receive an AWR contract number to keep for future reference
- Only the serial numbers that appear on the contract number will qualify for AWR coverage

When You Can't Wait for a Repair...

Replacing a product covered under the AWR program is easy! Simply contact the Dealer or Distributor you purchased from or Clear-Com's Customer Service Department and present the AWR contract number and the serial numbers for the item(s) that need to be replaced.

Once your AWR contract is verified and we have confirmed that the replacement products are in stock, you will be notified as soon as the replacement product(s) are shipped. When the AWR replacement product has been delivered, you are responsible for returning the original products within 2 weeks of the delivery date. If the original product is not returned within 2 weeks, your Dealer, Distributor or Clear-Com will send an invoice for the AWR replacement items. The AWR replacement will then assume the remainder of the warranty period.

Interested or Questions

If you still have questions about the Advanced Warranty Replacement Program, feel free to contact:

- The Dealer or Distributor from which you purchased your Clear-Com product(s)
- Your Clear-Com Regional Sales Manager
- Email: ClearComSupport@vitecgroup.com
- Clear-Com Customer Service
 - US Office – Tel: +1.510.337.6600
 - UK Office – Tel: +44.1223.815000