



CAPTEC

Tried, Tested and Trusted

Extended Warranty
to keep your computers
running, running, running,





Plan for Success with Extended Warranty Options

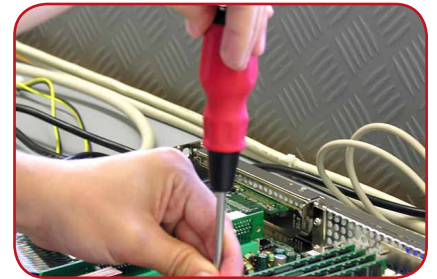
- Budgeted and managed repair costs
- Minimised downtime
- Predictable repair turnaround
- Range of Support Packages
- Save transactional costs



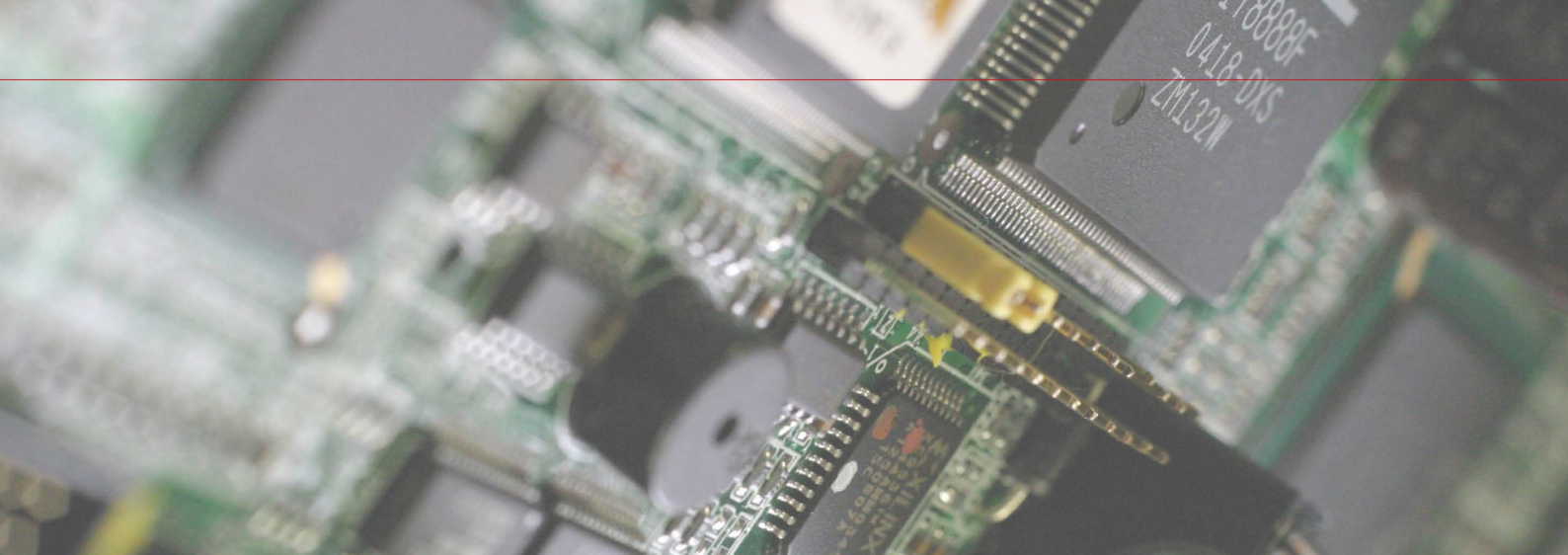
Every Captec computer is built to the highest standards of workmanship with the best components to operate reliably in the most demanding environments. But all IT equipment has a statistical failure rate especially when working in stressful operating conditions. Planning for extended support will result in minimal downtime, lowest service costs and least business disruption.



Exposure of computer equipment to harsh conditions can degrade service life to the point of premature breakdowns. These “silent killers” such as elevated temperatures, vibration, shock and dust are hardly noticed over time, but result in a substantial degradation of overall MTBF (Mean Time Between Failures) of the whole system.



To assist with your support strategies we offer a range of extended warranty plans to suit different needs and budgets. These will provide you with the peace of mind that if a failure does occur you are fully covered, it is budgeted for and part of a coherent strategy to get repairs completed swiftly. We give you full visibility of future repair costs which assists with planning the service life of your installed base. This has obvious advantages for your annual budgeting control, saves transactional costs and reduces time & disruption spent authorising individual repairs.



Optimised plans for different needs and budgets:

Our premium Gold and Platinum warranty packages cover the most you are likely to need. Enhanced technical support is provided by our expert teams in the UK and Canada, not outsourced to external call centres. These teams often help remedy problems quickly and effectively, saving the need to return the computer.

When you do have to return a computer for repair, our dedicated Service Centre team will keep you informed about the repair status every step of the way. Our premium Gold and Platinum services offer fast track repair processing, with as little as 3 working days turnaround.

Benefit	Standard	Gold	Platinum
No charges for labour or materials*. Return to base in country of purchase	✓	✓	✓
International warranty. Return to factory in either UK or Canada		✓	✓
Free expert technical support via email, live chat and telephone		✓	✓
Reserved stock of long lead components		✓	✓
Fast track 5 day repair turnaround		✓	
Fast track 3 day repair turnaround			✓
Reserved stock of all components			✓
Free UK collection			✓
Free computer health check			✓
Spare Loan Unit (for back to back replacement)			Optional
Extended Cover Periods Available	Standard Warranty Term + 1 to 4 Years		

*Damage caused by misuse will be subject to our usual repair charges.

- Pricing:**
- For the first year of ownership, our standard warranty service is free of charge. Gold and Platinum are a chargeable option in year 1.
 - Extended warranty prices are dependent on the complexity and cost of the computers.



Contact our Service Centre or Sales Teams for further details and a quotation

Tel: +44(0)1489 866 066 Email: sales@captec.co.uk, support@captec.co.uk Web: www.captec.co.uk

What some of our customers have to say about our options:

“Captec’s warranty plans have enabled us to manage the cost of in-field failures much more predictably than in the past and we can budget for them based on a known price.”

“Our downtime has been minimised dramatically and with the platinum plan we have a very fast and defined turnaround that we can organise our logistics around.”

“Having a warranty plan means I don’t have any surprises waiting to erode my contingency budget.”

“Captec’s service centre staff are a pleasure to work with, very helpful responsive and understand the urgency of our requirements.”

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Strenuis Ardua Cedunt - Difficult things fall to the strong

Extended Warranty

Training

Obsolescence Management

Captec Diagnostic Toolkit