



## EXTENDED WARRANTY PROGRAM

Customers know...**The show must go on** - - - and so must the intercom! With that mission-critical need in mind, you can choose to extend the warranty on your Clear-Com products for continuous protection.

The Clear-Com Standard Limited Warranty on most new products is 24 months<sup>(1)</sup>. **Now you can purchase a 12, 24 or 36-month extension up to a total of 48 months. Giving a total coverage period upto 72 months (2yrs standard + upto 4yrs extension).** You can purchase the extension any time during or after the standard warranty period.



The Extended Warranty Program provides return-to-factory repair, including free parts and labor, for eligible Clear-Com products. All you pay is shipping to and from our repair center<sup>(2)</sup>.

### Program Overview

Clear-Com's Extended Warranty Program is an agreement between Clear-Com and you, our Customer, to provide free parts and labor for covered repairs during the term of the extended warranty<sup>(3)</sup>. Once you purchase an Extended Warranty and submit the Warranty Registration form, Clear-Com does the rest!<sup>(4)</sup>



Current Clear-Com products are eligible for Extended Warranty except the following:

- Microphones, Headsets and Handsets
- Cables, Batteries, Accessories, and Other Consumables
- WBS Analog Wireless products

## What is covered

Using our flexible options, you can select to cover the whole of your system, only critical elements or a percentage of your system

**Whole system coverage:** all items in your system are covered, just provide us the s/n of each unit

**Critical element coverage:** select which critical elements in your system require coverage, just provide us the s/n of the critical unit

**Percentage coverage:** Decide product by product how many items need coverage.

i.e if you have 25 intercom panels and 15 wireless belt packs in your system. You can choose to cover the first 3 intercom panels and the first 2 wireless belt packs that require repair. These will be covered by the extended warranty. The 4<sup>th</sup> intercom panel or the 3<sup>rd</sup> wireless belt pack are repaired as non-warranty units.

## Signing up is easy!

You can enroll during or after the Standard Factory Warranty period for all eligible products.

- Contact [SalesSupportUS@Clearcom.com](mailto:SalesSupportUS@Clearcom.com) to prepare a contract number.
- Download and complete the Warranty Registration form:  
[https://clearcom.com/DownloadCenter/supportdocs/Clear-Com\\_Product-Warranty-Registration-Form.docx](https://clearcom.com/DownloadCenter/supportdocs/Clear-Com_Product-Warranty-Registration-Form.docx)
- You will receive an Extended Warranty Program Acknowledgement to keep on file.
- Note: Only the serial numbers that are registered will qualify for extended warranty coverage.

## If you ever need to use your Extended Warranty contract

Repairing a product covered under the Extended Warranty Program could not be easier:

- Follow the Repair Authorization (RA) process to request an RA number.
  - Customers in N. and S. America and Asia-Pacific should contact [Support@clearcom.com](mailto:Support@clearcom.com).
  - Customers in Europe, Middle East and Africa should contact [TechnicalSupportEMEA@clearcom.com](mailto:TechnicalSupportEMEA@clearcom.com).
- Please provide the Warranty contract number and product serial number.
- Clear-Com will issue an RA number upon verification of contract.
- The Customer ships the product to Clear-Com for repair, including the RA number for reference.
- The product will be repaired and returned to the Customer ASAP<sup>(5)</sup>.

## Questions?

Please contact:

- Your Clear-Com Regional Sales Manager
    - See [https://www.clearcom.com/contact/sales\\_contacts](https://www.clearcom.com/contact/sales_contacts)
  - Customer Services:
    - For North and South America, Asia and Pacific Rim:
      - US Office: +1-1-510-337-6600
      - [SalesSupportUS@clearcom.com](mailto:SalesSupportUS@clearcom.com)
    - For Europe, Middle East, and Africa regions
      - UK Office: +44 1 223 815 000
      - [SalesSupportEMEA@clearcom.com](mailto:SalesSupportEMEA@clearcom.com)
- (1) Product warranties range from 90 days to three years. Visit [www.clearcom.com/support/warranty-support-policies](http://www.clearcom.com/support/warranty-support-policies) for product warranty periods.
- (2) Expedited shipping (E.g. Next-Day Air, Overnight, etc.), insurance, customs and duties, and other shipping charges are the responsibility of the Customer.
- (3) Misuse, normal wear-and-tear, and use other than to Clear-Com's specifications are not covered.
- (4) See [https://clearcom.com/DownloadCenter/supportdocs/Clear-Com\\_EW-Terms-and-Conditions.pdf](https://clearcom.com/DownloadCenter/supportdocs/Clear-Com_EW-Terms-and-Conditions.pdf) for program details.
- (5) Repair target is 5 working days, subject to parts availability.