

# CompleteCare

ULTRA  
RUGGED

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 an additional service plan option that provides extended benefits and exceptional value, for those who want to maintain and protect their investment more fully.



## standard

Our manufacturer's Standard Warranty covers manufacturing defective parts and workmanship and comes standard with all products. For additional coverage, consider upgrading your CompleteCare plan from standard to platinum coverage.



## platinum



Platinum comprehensive coverage offers you unprecedented value and "peace of mind" 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'll make it our priority to get you up and running.



# CompleteCare

“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 above and beyond to assist us and our customers.”

Shannon Taylor — Microsurvey

SERVICES		
	standard	platinum
Manufacturing defective parts and workmanship	X	X
Online form for RMA requests	X	X
Hardware, firmware, & operating system updates	X	X
Full functional evaluation	X	X
Technical support via telephone or email	X	X
ISO Quality control environment	X	X
Data recovery	X	X
Repair turn time	10-day	2-day
Volume discounts		X
Normal wear & tear		X
Discount on parts not covered by plan		50%
Expedited return shipping		1-day
Accidental damage coverage		X
Coverage period	2-year	3-year or 5-year

- **Manufacturing defective parts and workmanship** includes parts and labor as outlined under the product's original standard warranty.
- **The online RMA form** 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, email, or chat** 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 sales@junipersys.com for details.
- **Repair turn times** are based on what type of service is purchased. In many cases, Juniper Systems will turn around a repair faster than what is advertised for each maintenance service option. (Does not include the time to ship product).
- **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. (Limit to one replacement per component, per device, per year).

- **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.
- **Data recovery:** In the unfortunate event of a catastrophic failure, Juniper Systems will make every attempt to recover data stored on the device. (Additional days of service may apply).
- **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 with a unit of equal or greater specifications. (Limit to one replacement per device, per year).

Note: For complete details and exclusions of service see [terms and conditions](#).