

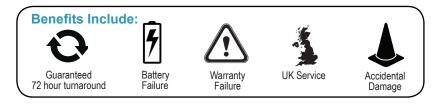
OptiCare Service Level Agreement



OptiCare packages for the H-15, H-21 and H-22

Opticon are committed to providing excellent customer service and provide five OptiCare packages carefully chosen to meet your requirements.

The OptiCare package provides cover for the H-15, H-21 and H-22 devices for duration of 24 months from the date of equipment purchase. Opticon have now introduced a 3 Year OptiCare package especially for the H-21 and H-22 offering you the same standard protection for longer.



Packages available

*Cover and Features	OptiCare Standard (H-15)	OptiCare Premium (H-15)	OptiCare Standard (H-21/H-22)	OptiCare Premium (H-21/H-22)
Warranty Failure	\checkmark	\checkmark	✓	\checkmark
Accidental Damage	\checkmark	\checkmark	✓	\checkmark
Battery Failure	\checkmark	\checkmark	✓	\checkmark
Guaranteed 72 hour turnaround from receipt of device	\checkmark	\checkmark	✓	✓
UK Service	\checkmark	\checkmark	✓	\checkmark
Collection Service		\checkmark		\checkmark

*All OptiCare support contracts must be purchased along with the device

Part number and pricing

OptiCare Package for Handhelds	Part Number	List Price
OptiCare Standard (H-15) 2 Year	76164	£144
OptiCare Premium (H-15) 2 Year	76163	£160
OptiCare Standard (H-21/H-22) 2 Year	76162	£159
OptiCare Premium (H-21/H-22) 2 Year	76161	£175
OptiCare Standard (H-21/H-22) 3 Year	76160	£209

