

Complete protection: Warranty extension and service package



i.safe MOBILE devices are among the most reliable on the market worldwide. However, even the best products need adjustments or repairs after some time for optimum performance. With our comprehensive warranty and service offer, you can protect yourself against additional service costs and receive years of safety and protection directly from the manufacturer. From the very first day, your equipment is protected against accidental damage and normal wear and tear. This reduces your total cost of ownership and benefit from the precision and functionality of our equipment for a long time.

1 Warranty extension

Instead of the general, statutory warranty of 24 months, with the warranty extension we offer you comprehensive protection of your equipment for 36 months, which goes beyond the legally prescribed period.

2 Service package

In addition to the standard i.safe MOBILE warranty, our service package offers you extended cover for your i.safe MOBILE devices. You are guaranteed a repair time of 5 days instead of 10, meaning shorter periods of downtime. The charges for service, replacement and spare parts (excluding accessories such as batteries, SD cards, etc.) in the event of normal wear and tear are included.

How do you obtain the extended warranty and the service package?

Would you like a warranty extension or our service package? Please add the relevant option as a separate line item in your order. You can also reorder both separately up to 45 days after the product has been dispatched. You can also choose this option at a later date by ordering the service package separately from your supplier

	Warranty	 1 Warranty extension	 2 Service package
Manufacturer's defects	✓	✓	✓
Inspection fee			✓
Goods receipt/issue confirmation	✓	✓	✓
Spare/replacement components*			✓
Spare/replacement of wear parts			✓
Repair turnaround time	10 days	10 days	5 days
2-year coverage	✓		
3-year coverage		✓	✓
6 months warranty for accessories and consumables (e.g. battery, i.safe PROTECTOR, charger)			

* except for accessories such as batteries, SD cards, etc.

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