

# Warranty Program

The two-year Warranty Program will include Accidental Damage (ADP) and a one year extension to the manufacturer's one-year warranty coverage on mechanical breakdowns of the device. There are zero deductibles to meet, zero shipping costs of replacement devices/parts to and from the customer site, and an option for a self-maintainer program.

## What's Covered

- **Mechanical failures (e.g., motherboard failure, trackpad failure, etc.)**
- **Accidental Damage (e.g., cracked screens, failure due to liquid damage, etc.)**

## What's Not Covered

- **Intentional Damage (e.g., individual keys removed, inappropriate device use, etc.)**

## How It Works

This extended warranty is provided with each device. Warranty related processes are managed through a partnership with KCAV and Vivacity Tech. Each school will receive a support portal account. Services requests will be submitted as tickets through the portal. Users may choose to ship the device for repair or select the self-maintainer option. Real-time status updates will be available through the portal.

Self Maintainer Opt-In:

Organizations may choose to be self-maintainers (i.e., perform the repairs themselves) on some or all repairs. Once a warranty claim is submitted and Return Merchandise Authorization (RMA) is received (see directions below), the technical support team will provide the replacement part along with a shipping label for the defective part. The technical support team will also provide repair information if available.

## Requirements of the Program

To receive full protection from the Warranty Program, devices must be secured in one of three ways;

1. The devices are locked in a cart or cabinet on school premises while not in use,
2. have a protective shell installed, or
3. have a work-in (always-on) case installed.

## Validation of the Device Security Method

Once a warranty claim is received, the technical support team will first confirm devices are covered and have been properly managed as outlined in the previous section. The verification will rely primarily on the honor system. If the support team finds a school has an unusually high number of repairs, we reserve the right to perform a more in-depth verification. Schools that egregiously break the device security requirements may have their warranty plan canceled without refund.

## Stipulations of the Program

Mechanical failures within the first year of device ownership are not covered under the Warranty Program and instead covered under the device manufacturer's warranty. However, the support team will assist in the repair process to help schools avoid unproductive calls to the manufacturer.

Please Note: The Warranty Program will only cover repairs up to the resale value of the device.

## Important Contact Information

The goal is to provide exemplary support and service. The technical support program is managed by partners at KCAV. Please contact Alan or Tracy with any questions or concerns.

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## Service Authorization Procedure

### Login to Customer Central

- Each district will designate one person who is authorized to submit warranty claims.
- Support requests will be submitted via the [Customer Central Portal](#).
- The designated person will login with his/her email address and a password.
- When logging in for the first time, please click "forgot?" to receive an email that will reset the password.

## **View on Current Products Owned**

- Once logged in to the [Customer Central Portal](#), click on the Products tab to view details on all products owned.
- Users may also search for individual product serial numbers.

## **File a Warranty Claim, Request a Return Merchandise Authorization (RMA) or Check RMA Status**

1. In the [Customer Central Portal](#), click on the RMA tab to view details of all current or past RMAs or to start a new warranty claim.
2. To start a new Warranty Claim (RMA Request), click on the “Add RMA” button
  - a. Enter the serial number of the unit
  - b. Select the product name of the unit
  - c. Select an account contact to receive a confirmation email
  - d. Enter the reason for the RMA
  - e. For an accidental damage claim include a description of how the accident happened.
  - f. Click the “Submit” button
3. A technician will follow up.