

# A GUIDE TO EQUUS NOTEBOOK WARRANTIES & SERVICE PLANS

**Equus provides flexible and competitively-priced service programs to help you support your customers and meet your business goals.**

We also offer Combination Warranties, providing a blend of our most popular plans to meet solution providers' unique needs.

For more information, visit [www.equuscs.com/support](http://www.equuscs.com/support) or contact your Equus account manager 1.866.378.8727

## You service the equipment

## We service it for you

	Mail-In	Mail-In Express	Reimbursed On-site	Full Service On-site
<b>Reseller needs</b>	<ul style="list-style-type: none"> <li>- Basic, affordable service contract option</li> </ul>	<ul style="list-style-type: none"> <li>- 24-hour express program for quicker turnaround</li> </ul>	<ul style="list-style-type: none"> <li>- Hands-on service reimbursement plan for next business day support</li> </ul>	<ul style="list-style-type: none"> <li>- Hands-off way for resellers to deliver next business day support everywhere in the US</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>- Want to perform repairs when needed</li> <li>- Have less critical / timely maintenance and needs</li> <li>- Carry parts replacement inventory</li> </ul>	<ul style="list-style-type: none"> <li>- Want to perform repairs quickly</li> <li>- Need to minimize the need to carry parts inventories</li> </ul>	<ul style="list-style-type: none"> <li>- Want to support their own customers</li> <li>- Avoid competition getting a foot in the door</li> </ul>	<ul style="list-style-type: none"> <li>- Deliver full service without being involved directly</li> <li>- Offer full solutions to be competitive</li> <li>- Require assistance with service outside geographic market or area of expertise</li> </ul>
<b>How it works</b>	<ul style="list-style-type: none"> <li>- Valuable peace of mind</li> <li>- No surprise repair charges</li> <li>- All standard Nobilis system repairs covered for warranty term</li> <li>- Equipment serviced at Equus and returned in factory-tested condition</li> </ul>	<ul style="list-style-type: none"> <li>- Minimizes customer downtime</li> <li>- Reduces expense and management of spare inventory</li> <li>- Equipment serviced at Equus and returned in factory-tested condition</li> </ul>	<ul style="list-style-type: none"> <li>- Resellers get paid to support customers</li> <li>- No need to return failed component(s) before receiving replacement</li> <li>- Expedited parts (95% next business day delivery)</li> <li>- We'll refer service call business to you when you become an on-site service provider</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to serve mobile customers on the road or in other markets</li> <li>- Opportunity to deliver services resellers couldn't otherwise provide</li> <li>- We'll find the right technicians for the job (4,000+ professionals with signed non-compete agreements)</li> <li>- Coverage everywhere in the continental US</li> </ul>
	<p>Reseller diagnoses &amp; fixes problems</p> <ol style="list-style-type: none"> <li>1. End-user calls reseller, who diagnoses</li> <li>2. Reseller contacts Equus tech support to request RMA</li> <li>3. Reseller returns failed component(s) or system</li> <li>4. Equus repairs component(s) or system, returns via UPS ground</li> </ol>	<p>Reseller diagnoses &amp; fixes problem</p> <ol style="list-style-type: none"> <li>1. End-user calls reseller, who diagnoses</li> <li>2. Reseller contacts Equus tech support to request RMA</li> <li>3. Reseller returns failed component(s) or system</li> <li>4. Equus repairs component(s) or system, returns UPS similar shipping method as received (overnight delivery = overnight return)</li> </ol>	<p>Reseller diagnoses &amp; fixes problem</p> <ol style="list-style-type: none"> <li>1. End-user calls reseller, who diagnoses</li> <li>2. Reseller contacts Equus tech support to request RMA</li> <li>3. Equus ships replacement component(s) for next business day delivery</li> <li>4. Reseller performs replacement / repair</li> <li>5. Reseller returns failed component(s) within 10 business days; Equus tests</li> <li>6. Reseller submits reimbursement claim</li> </ol>	<p>Equus diagnoses &amp; fixes the problem</p> <ol style="list-style-type: none"> <li>1. End-user calls toll-free phone number for support</li> <li>2. Phone tech assists and/or diagnoses</li> <li>3. Equus ships replacement component(s) for next business day delivery</li> <li>4. Service provider dispatched for next business day repair</li> <li>5. Service provider promptly resolves</li> </ol>

**Time period**

**1 & 3 years**



**New!  
No-Fault Warranty**

New no-fault warranties are combined with 3 year Mail-In, Express, Reimbursed On-site and Full Service On-site warranties. No-fault warranties cover unintended drops, liquid spills, power surges and unintentional damage to your notebook. Please check specific warranty statements on the Equus website for complete details.