

Repair⁺ Plus

24/5 technical support
and return to base
hardware warranty



Extended warranty



24/5 helpdesk & technical support



Return to base repair cover

What's included:

Extended warranty - return to base

All parts and labour repair service covering component failure

All parts and labour cover on any manufacturing defect

Claim up to 3 repairs, per device, per year

Access remote technical support via phone and email

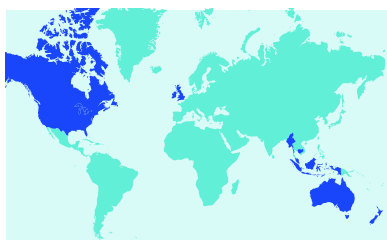
Return shipping of your product included

Extend a product warranty with Repair⁺

Plus is the professional services division of Midwich UK&I. We offer a range of optional warranty services that can be added to your audio visual and workplace solutions.

Our extended warranty service Repair+ is the entry level cover for your product. You can extend the standard manufacturer warranty for an additional 1 to 5 years. If a product encounters a component failure you can return it to us for repair to extend the lifespan of your device.

Many manufacturers do not offer an extended warranty which is why Midwich, your value added distribution partner, created Repair+. With our warranty service, if your product fails due to a manufacturing defect or component failure, you are covered. Simply return your product to our UK repair centre and our team will identify the fault, replace the component and return your device to you.



UK repair centres

Our UK repair centres will inspect your product and repair a component failure with genuine spare parts

Global footprint

Our 24/5 helpdesk is based in the UK, APAC, SEA and the USA supporting our operations in 23 countries. Our engineers are available when you need them to keep your systems working.

We offer 3 optional levels of warranty service

Repair⁺
Plus

an extended return to base warranty

Protect⁺
Plus

an enhanced swap out (advanced replacement) hardware warranty

Onsite⁺
Plus

next business day onsite engineering support for your product or system

Upgrade your product warranty to either extend the standard manufacturer warranty with our return to base (RTB) cover service Repair+ or enhance your warranty to include our next working day dispatched advanced replacement warranty Protect+. if something fails onsite with expert technical support 24 hours a day, 5 days a week.

Repair+ is our entry-level warranty service that extends the duration of cover of your manufacturer warranty covering manufacturing defects and component failure. The service includes all parts and labour to repair your product if it has failed in one of our UK service centres.

You can upgrade the warranty to our premium Protect+ cover which is an affordable enhanced warranty that provides you with 24-hour product support via phone and email with a next working day dispatched replacement product in the event of a hardware failure to get your audio visual system back up and running faster.

With a Plus contract, you receive more than a typical hardware warranty. We include unlimited access to our premium helpdesk for technical support. We aim to answer your calls in 10 seconds, respond to any support email in 20 minutes and for clients with Protect+ cover to resolve any support enquiry in 24 hours using our next-day replacement product service.

Our engineers can support you with technical support on a specific product or an entire system made up of multiple brands of hardware. We provide you with everything you need to get the most from your audio visual system. Plus is designed to offer any level of service cover you need from simple return to base warranty to complete warranty assurance. Just add the service you need to your product from 1 to 5 years cover.

Supporting your product or your whole system

Midwich UK&I distributes over 500 of the leading audio visual and unified communications brands globally and a Repair+ warranty is available with all of them.

Here is a small selection of the leading brands we can cover:



Choose the warranty to suit your needs	Repair+	Onsite+
24/5 Technical Support Helpdesk	☑	☑
All parts and labour repair	☑	☑
Advanced replacement cover		☑
Webinar and online support		☑
Unlimited phone and email support	☑	☑

More information

Visit www.midwich.com/plus
Email
repairplus@midwich.com

Contact the Plus team in your region for more information

UK: +44 1344 959 444
APAC: +61 1300 555 069
USA: +1 219 301 6706