

OptiCare Service Level Agreement



OptiCare Packages

Opticon is committed to providing excellent customer service and provides a range of OptiCare packages carefully chosen to meet your requirements. All repairs are carried out at a UK-based service centre ensuring a fast and high quality repair service.

The OptiCare package provides cover for the H-21, H-22, H-25 and H-27 devices for up to 24 months, from the date of equipment purchase. Opticon has a 3 Year OptiCare package especially for the H-21, H-22 and H-25 which offers the same standard protection for longer. All OptiCare support contracts must be purchased at the point of sale and are available in either Standard or Premium.

Opticon has now also introduced OptiCare to a range of their data collectors which covers the OPN-2001, OPN-2006, OPN-3002 and PX-20.

Packages available

*Cover and Features	OptiCare Standard (H-21/H-22/H-25)	OptiCare Premium (H-21/H-22)	OptiCare Standard (H-21/H-22/H-25)	OptiCare Standard (H-27)	Opticare OPN/PX-20
Cover duration	2 years	2 years	3 years	2 years	2 years
Warranty failure	✓	✓	✓	✓	✓
Accidental damage	✓	✓	✓	✓	✓
Battery failure	✓	✓	✓	✓	✓
Guaranteed 72 hour turnaround from receipt of device	✓	✓	✓	✓	✓
UK service	✓	✓	✓	✓	✓
Collection service		✓			

^{*}All OptiCare support contracts must be purchased at the same time as the device.

Part number and pricing

OptiCare Handhelds	Part Number	List Price
OptiCare Standard 2 Year (H-21/H-22/H-25)	76162	£159
OptiCare Premium 2 Year (H-21/H-22)	76161	£175
OptiCare Standard 3 Year (H-21/H-22/H-25)	76160	£289
OptiCare Standard 2 Year (H-27)	76211	£195

OptiCare	Part Number	List Price
OptiCare 2 Year (OPN-3002/PX-20)	76208	£36
OptiCare 2 Year (OPN-2001)	76205	£22
OptiCare 2 Year (OPN-2006)	76207	£29

Varlink
Mobile Computing & EPoS Distribution