



MEDIALON

HARDWARE PREMIUM SERVICE

Benefits

Fast Technical Response

Warranty extension for 2 or 3 years

Prepaid and express shipping of the replacement unit (replacement unit is shipped prior to the return of the faulty one)

Prepaid return of the faulty unit

What is Medialon Hardware Premium Service?

Medialon Hardware Premium Service is more than a simple warranty extension as it takes into account the fact that most of our customers are running mission critical applications with our products : it includes prepaid shipment of a swap unit via UPS Expedited service worldwide. Medialon Hardware Premium Service can be purchased as a 2 or 3 years plan.

How can you get it?

The Hardware Premium Service plan can be purchased with your Medialon Hardware, or within two months after its purchase by specifying its serial number.

Which Medialon products can benefit from the Medialon Hardware Premium Service?

Showmaster ST ; Showmaster Pro [Mk2] ; MIP HD ; MAS PRO 16 and MAS PRO 32.

How does it work?

In the rare instance you have a problem with your unit, you should contact support@medialon.com and specify your Hardware Premium Service number.

Medialon's technical support team will investigate the nature of the issue and decide to expedite a swap stock unit if the problem cannot be solved remotely (for instance, if the problem is deemed to be hardware related).

Within 1-4 working days (depending on your location), you will receive a replacement unit along with a prepaid sticker for the return of the faulty one. All you need to do is return the faulty unit as soon as possible in the same box. The replacement unit is yours to keep; your original unit will not be returned to you. The replacement unit remains under protection of your Hardware Premium Service plan for its duration.

Please note that, depending on your country, VAT may apply for the import of the replacement unit. You can ask for VAT refund in your country.

What failures does the Hardware Premium Service plan cover?

Hardware Premium Service covers all failures covered by the warranty, even after warranty has expired and it expedites the shipment of the replacement unit. Hardware Premium Service does not cover misuses of the product or destruction due to transportation or bad wiring.

What is the difference between Hardware Premium Service and the factory warranty?

Products under factory warranty must be returned to Medialon or a Medialon Distributor for repair. It may take several weeks before the product is returned to you and you will not get a spare unit during the period of the repair. For roughly the cost of one expedited shipment, the Hardware Premium Service provides a replacement product before the faulty one is shipped.

What is the difference between Hardware Premium Service and the factory warranty?

Products under factory warranty must be returned to Medialon or a Medialon Distributor for repair. It may take several weeks (2-5 weeks) before the product is returned to you and you will not get a spare unit during the period of the repair. For roughly the cost of one expedited shipment, the Hardware Premium Service provides a replacement product before the faulty one is shipped.

What is the difference between Hardware Premium Service and the Swap option for units not under warranty?

When a product is not under warranty, a SWAP option is offered. For roughly 1/4 of the purchase price, after the faulty unit is received by Medialon, we will ship a refurbished swap stock unit via prepaid freight (ground) delivery. The refurbished unit remains under warranty for 6 months. The Hardware Premium Service provides a solution before the faulty unit is shipped back to a Medialon location.

Can I subscribe to the Hardware Premium Service plan AFTER the warranty has expired?

No, the Hardware Premium Service has to be contracted within two months after purchase of the equipment. It cannot be renewed or extended after the initial purchase.

Part Number

• For Showmaster ST

SWM_HPS2	Hardware Premium Service, warranty extension for SWM ST, 2 years
SWM_HPS3	Hardware Premium Service warranty extension for SWM ST, 3 years

• For Showmaster PRO [Mk2]

SWM_PRO2_HPS2	Hardware Premium Service warranty extension for SWM Pro [Mk2], 2 years
SWM_PRO2_HPS3	Hardware Premium Service warranty extension for SWM Pro [Mk2], 3 years

• For MIP HD

MIP_HD_HPS2	Hardware Premium Service warranty extension for MIP HD, 2 years
MIP_HD_HPS3	Hardware Premium Service warranty extension for MIP HD, 3 years

• For MAS PRO 16

MAS_PRO_16_HPS2	Hardware Premium Service warranty extension for MAS Pro 16, 2 years
MAS_PRO_16_HPS3	Hardware Premium Service warranty extension for MAS Pro 16, 3 years

• For MAS PRO 32

MAS_PRO_32_HPS2	Hardware Premium Service warranty extension for MAS Pro 32, 2 years
MAS_PRO_32_HPS3	Hardware Premium Service warranty extension for MAS Pro 32, 3 years

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