

Midmark® Diagnostic Extended Warranty

Midmark stands behind its products with a robust limited warranty for each new diagnostic device purchased. As we strive to remain your trusted partner throughout the life of your devices, we also offer the Midmark Diagnostic Extended Warranty.* If you purchase the extended warranty at the point of original sale or during the limited warranty period, you will enjoy the benefits of the extended warranty for the remainder of the limited warranty and throughout the full extended warranty term purchased.

Benefits	Limited Warranty (Warranty period varies by device)	Midmark Diagnostic Extended Warranty	Out of Warranty Repair
No-Charge Device Replacement	X	X	No replacement device
Control Repair Expenses	X	X	Flat rate repair per device
Turnaround Time of Replacement Devices	1-2 Business days		Repair time dependent on device
No-Charge Shipping of Replacement Device	Ground+	2 nd Day	Ground
Pre-Paid Return Label for Returning Defective Device	X	X	You pay for shipping

HOW IT WORKS

Simply contact the Midmark Technical Service team at 1.800.624.8950, option 2, to diagnose the problem either over the phone or through a virtual support tool. Should the device need replacement, the technical service specialist will issue a return merchandise authorization (RMA). A replacement device will be shipped to you via 2nd day delivery at no charge to you along with a pre-addressed, postage-paid return label for you to ship the non-working device back to Midmark within 10 days. Our technical service specialists are available Monday through Friday 5:00 a.m. to 5:00 p.m. (PT).

*The Midmark Diagnostic Extended Warranty is only available to customers within the continental United States, Hawaii and Canada.

+ 2nd day delivery applies when extended warranty coverage overlaps limited warranty coverage.

To get a quote, visit: midmark.com/MDEW

Midmark is an ISO 13485 and ISO 9001 Certified Company. Certain products are not included. See the complete list at: midmark.com/ISO

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