

# Product Support Plan FAQs

## Your Statutory Rights

Your Statutory Rights will not be affected when you purchase an extended support Plan from MedaPhor.

## How do I buy an Extended Support Plan?

Although recommended an extended Support Plan does not have to be purchased at the same time as your simulator. You can purchase an extended Support Plan at any time prior to the 12 month anniversary of your simulator purchase, however support coverage must be continuous. Any breaks in your support plan will be subject to review and will be based on a 'price on application' basis.' Extended Support Plans can be purchased for a maximum of 3 additional years.

## What is not covered by the Extended Support Plan?

Any accidental or damage caused by the user, general wear and tear to the simulator, loss or theft are not covered. MedaPhor reserves the right to ask for physical or photographic evidence to help determine the nature and cause of any damage before deciding the appropriate course of action. Should you have any further questions please ask your local MedaPhor representative.

## What is included in the Telephone Help Desk service and Online Support?

Our support plans ensure you have access to our telephone Help Desks in our offices in **Cardiff, Atlanta and Hong Kong** for advice and help to solve any problems or to answer any questions you or the system's users have about how to use the system or system features.

Online support is similar to the telephone Help Desk, but allows us to access your system remotely (providing internet connection is available at your location), so our technical team can find and resolve the problem easily and quickly.

## What is included in the Silver Support Plan software releases and updates?

This depends on the type of simulator you have. HeartWorks software releases include 2 module releases in a 12 month period and could include new pathology modules, GUI (Graphical User Interface) updates or functionality changes to the simulator. ScanTrainer software updates include software updates, Cloud access for system users with scan upload and access to the Examine Case Library (internet required). BodyWorks Eve software updates include new updates that are released for the system in that period.

## Is shipping included in the Gold Support Plan hardware warranty?

If your system or part of your system is sent back to us and a fault is found that is covered under the warranty, MedaPhor will cover all transportation costs. If the fault is not covered under the warranty, MedaPhor reserves the right to charge you for all related transportation charges.

## Can I buy an Extended Warranty on its own?

Yes. If you don't wish to purchase a Bronze, Silver or Gold Support Plan and just wish to extend your warranty on the system's hardware, please contact [sales@medaphor.com](mailto:sales@medaphor.com) for further information.