



The Enabling Company

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## Phybridge PhyCare Description – North America

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### Service Type – PhyCare Next Business Day\* Exchange

#### Service Overview

PhyCare Next Business Day Exchange Service offers an exchange service for eligible Phybridge products by providing a replacement product. The replacement product is shipped overnight via airfreight carrier to the customer's location at Phybridge's expense. UniPhyer replacement products will be equivalent or better with respect to processor speed, connectivity speed and original memory and will contain the latest operating system and GUI being shipped by Phybridge. Peripheral replacement products will be equivalent or better with respect to basic functionality and connection speed.

#### Remote Problem Diagnosis

When experiencing a problem, the customer (or their agent) must first place a call to Phybridge's technical support center at 1.866.901.3633. Phybridge telephone technical assistance is available 8 hours a day, 5 days a week. Phybridge will provide telephone technical assistance for installation, product configuration, setup, and problem resolution. Prior to scheduling the product exchange, Phybridge may ask the customer (or their agent) to provide relevant information, start diagnostic tools, and perform other supporting activities.

#### Replacement Product

If the problem cannot be resolved remotely, Phybridge will replace the failed product with a new or equivalent-to-new product free of major cosmetic defects. The failed product must be returned within the timeframe specified herein and becomes the property of Phybridge.

#### Coverage Window and Geographic Coverage

Calls must be received before 2:30 p.m. Eastern Standard Time, Monday through Friday, to activate an exchange service with next-business-day-delivery for eligible geographic locations in North America. Phybridge holidays may delay the delivery.

This service provides a replacement product the next business day in most areas within Canada and the continental United States and in limited areas of Hawaii and Alaska. Add 1 to 2 business days for service in Hawaii and Alaska. Service is not available within Puerto Rico and the Virgin Islands. Service level and response times may vary depending on the customer's geographical location. The customer (or their agent) should check with a local Phybridge authorized representative to determine if the customer's location is eligible for this service. Other restrictions and limitations apply.

3495 Laird Road. Suite 12 Mississauga, ON L5L 5S5, Canada

Phone: 905.901.3633 Fax: 866.252.9148 [www.phybridge.com](http://www.phybridge.com)

## Shipping Instructions

Phybridge will ship the replacement product in a container suitable for returning the failed product to Phybridge. Phybridge is not able to ship to, or receive the customer's failed product from, any location outside of North America. Packaging instructions and a shipping label for the return of the failed product will be included in the replacement product shipping container. At Phybridge's discretion, Phybridge may choose to collect failed product at the customer's location.

## Service Limitations

At Phybridge's discretion, service will be provided using remote diagnosis and support or other service delivery methods. Other service delivery methods, in lieu of shipping a replacement product, may include the overnight shipment of parts specified by Phybridge as customer replaceable; for example, a cable or bracket. Phybridge will determine the appropriate delivery method required. Services excluded from this exchange service include, but are not limited to, the following:

- Diagnosis or maintenance at the customer site. If onsite diagnosis or maintenance is required, customer will be referred to an authorized Phybridge partner in their area.
- Set-up and installation of the replacement product at the customer site.
- Recovery of the system settings, other software, and data.
- Troubleshooting for interconnectivity or compatibility problems.
- Services required due to failure of customer to incorporate any system fix, repair, patch, or modification provided to the customer by Phybridge.
- Services required due to failure of the customer to take avoidance action previously advised by Phybridge.
- User preventative maintenance.

## Customer Responsibilities

The customer (or their agent) must register the covered product and the related PhyCare Pack(s) at [www.phybridge.com](http://www.phybridge.com). The customer will be required, upon Phybridge's request, to support Phybridge in resolving the problem remotely by:

- Providing all information necessary for Phybridge to deliver timely and professional remote support and enable Phybridge to determine the level of support eligibility.
- Starting self tests and/or other diagnostic tools and programs.
- Performing other reasonable activities to help Phybridge identify or resolve the problem.

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At time of service request, the customer (or their agent) must provide a credit card number or purchase order number to Phybridge. The customer (or their agent) must ship failed product to Phybridge within 3 business days of receipt of the replacement product and must obtain a prepaid insurance receipt to be retained by customer as proof of shipment to Phybridge. The customer (or their agent) must acknowledge receipt of replacement product by signing freight carrier air bill at time of delivery. If Phybridge does not receive the failed product within 10 business days of the customer's receipt of the replacement product, customer (or their agent) will be charged the product's list price, less any applicable discounts. The customer is responsible to install customer replaceable parts and replacement units delivered by courier, in a timely manner.

### **It is the customer's responsibility to:**

- Maintain a backup copy of all settings and data. Phybridge recommends regular backups of this information.
- Restore settings on the unit after the repair or replacement.

### **Service Coverage**

All standard accessories included with the Phybridge UniPhyer base unit part number and all Phybridge-supplied PhyAdaptors are covered. Items excluded from coverage include, but are not limited to:

- Consumable components, such as cables.
- Maintenance kits and other supplies.
- Non-Phybridge devices.
- Accessories purchased in addition to the base unit, such as rack kits & brackets.
- Any product previously repaired by an unauthorized technician or user.

For more information, contact Phybridge's technical support center at 1.866.901.3633

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