

# Protect<sup>+</sup> Plus

24 x 5 technical support  
and advanced  
replacement hardware  
warranty from Midwich



Advanced Replacement  
Hardware



24x5 Helpdesk &  
Technical Support



1-5 year  
Warranty Cover

## What's Included:

Advanced replacement hardware dispatched  
next business day

Access to the 24 x 5 global technical  
support helpdesk

Unlimited helpdesk tickets

Free shipping of your advanced  
replacement product

Reverse logistics to collect your faulty device

## Get the most from your product with Protect Plus

Protect Plus is the technical support division of Midwich Group PLC. We offer a range of optional warranty services that can be added to your Audio Visual, Document solutions or Unified Communications products.

Our warranty assurance services are available for 1 to 5 years with any brand of product and any technology on a global basis. We offer enhanced service level agreements to resolve technical issues, advanced replace faulty products dispatched next business day and access to technical support 24 hours a day.



## Global footprint

Our 24x5 telephone and email helpdesk is based in the UK, APAC and the USA supporting our operations in 22 countries. Our engineers are available when you need them to support your clients systems.

## Simplified, streamlined RMA service



### Upgrade your product warranty to include our next working day dispatched swap out hardware if something fails onsite with expert technical support 24 hours a day, 5 days a week.

Protect Plus is an affordable enhanced warranty that provides you with 24 hour product support via phone and email with a next working day dispatched replacement product in the event of a hardware failure to get your audio visual system back up and running faster. We offer service level agreements to ensure there are no delays if you have a problem on any brand of audio visual product. We hold replacement products locally to ensure you the fastest resolution time.

With a Protect Plus contract you get far more than a hardware warranty. We include unlimited access to our premium helpdesk for technical support. We aim to answer your calls in 60 seconds, respond to any support email in 30 minutes and resolve any support enquiry in 48 hours using our next day replacement product service. You and your teams can also access our product syllabus training programmes to ensure you get the most from your hardware investment.

Our engineers can support you with technical support on a specific product or an entire system made up of multiple brands of hardware, we provide you with everything you need to get the most from your audio visual system.

### Supporting your product or your whole system

The Midwich group distributes over 500 of the leading audio visual and unified communications brands globally and a Protect Plus warranty is available with most of them

Here is a small selection of the leading brands we can cover:

≈ **AIRTAME**



**BrightSign**®

≡ **Huddly**



**SAMSUNG**

**INOGENI**

### Cost effective options to cover your hardware

Protect Plus is available for durations of 1 to 5 years cover with advanced replacement hardware and unlimited access to technical support via phone or email 24 x 5.

#### More Information

Email [plus.services@midwich.com.au](mailto:plus.services@midwich.com.au)

Contact the Plus team in your region for more information

AUS: 1300 555 069

NZ: 0800 947 336

SG: +65 6950 5597

Choose from

# 1,2,3 or 5 Years Warranty

Advanced Swap Out  
Enhanced Warranty