

# Protect<sup>+</sup> Plus

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



Advanced replacement  
hardware



24/5 helpdesk &  
technical support



Access scheduled  
training courses



1-5 year  
warranty cover

## What's included:

Advanced replacement hardware dispatched next business day

Access to the 24/5 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+

Protect+ 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 and workplace solutions.

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 replacements for faulty products dispatched next business day and access to technical support, 24-hours a day, 5 days a week..



## Global footprint

Our 24/5 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 replacement hardware dispatched next working day if something fails onsite, with expert technical support 24 hours a day, 5 days a week.

Protect+ Assurance 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 with any brand of audio visual product. We hold replacement products locally to ensure the fastest resolution time.

With a Protect+ contract you gets far more than a hardware warranty. We include unlimited access to our premium helpdesk for technical support. We aim to answer your calls in 10 seconds, respond to any support email in 20 minutes and resolve any support enquiry in 24 hours using our next-day replacement product service. You and your teams can also access our manufacturer-accredited or product syllabus training programmes to ensure you get the most from your hardware investment.

Our engineers can support you with training and technical support on a specific product or an entire solution made up of multiple brands of hardware. We provide you with everything you need to get the most from your audio visual system. Protect+ assurance is designed to offer any level of service cover you need, from simple warranty assurance to fully managed aftercare.

## Supporting your product or your whole system

Midwich UK&I distributes over 500 of the leading audio visual and unified communications brands globally and a Protect+ warranty is available with all of them.

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



## Cost effective options to cover your hardware

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

### More information

Visit [www.midwich.com/plus](http://www.midwich.com/plus)  
Email [protectplus@midwich.com](mailto:protectplus@midwich.com)  
Contact the Plus team in your region for more information  
UK: +44 1344 959 444    APAC: +61 1300 555 069  
USA: +1 219 301 6706

Choose from

**1,2,3 or 5**  
years warranty

Advanced swap out  
Enhanced warranty