



## THE XPLORE xDEFEND PROGRAM

***Accidents happen. That's a fact of life. But when accidents hurt your bottom line, it's time to take action. Productivity loss from damaged hardware accounts for a large part of a device's Total Cost of Ownership (TCO). But with Xplore's xDEFEND program, you can cover your accidents, improve ROI, and keep your business at its most productive.***

***Users of Xplore's line of rugged tablets can add on the xDEFEND Program in addition to their standard warranty. This full-coverage repair/replacement program is designed to protect your critical business investments by covering unintentional damage to Xplore tablets. xDEFEND is designed to minimize unexpected disruptions and quickly get your operations back on track.***

### COVER MORE

Extend the coverage of your investment to guard against unforeseen eventualities. xDEFEND goes beyond the standard warranty to cover all your critical components, from the display to the board. Don't worry about the parts and labor. xDEFEND has you covered on that as well.

### FLEXIBLE OPTIONS

Choose what's appropriate for you. xDEFEND's various options let you select the best fit for your business, so that you only pay for what you need. With options for 3, 4, and 5 year coverage, you can ensure a long life-cycle for your Xplore tablet..

### UNPARALLELED SUPPORT

It's not enough to simply offer a service. You need a program you can trust, one that will get the job done, on time with superior results. The xDEFEND Program guarantees a 5 day turnaround to minimize downtime for your business. Not fast enough? xDEFEND also offers a 72 hour expedite<sup>1</sup>, for when every moment counts.

### LOWER COSTS

Minimize out of pocket expenses for unforeseen repairs. The xDEFEND Program will lower your total cost of ownership by protecting your tablets when accidents happen, so your workers stay productive, and repair costs stay low.

## Ideal for High Risk Industries

Xplore’s xDEFEND Program provides investment protection for systems that are exposed to high risk conditions and industries. These industries include but are not limited to:

<b>FIELD SERVICES</b> <b>UTILITIES</b> <b>PUBLIC SAFETY</b> <b>TRANSPORTATION / DISTRIBUTION</b>	<b>MANUFACTURING / WAREHOUSE</b> <b>ENERGY/OIL &amp; GAS</b> <b>TELCO/CABLE</b> <b>...AND MORE</b>
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## Total Accidental Damage Protection

All key system components, except those labeled as consumable parts<sup>2</sup>, are covered in xDEFEND. Xplore may elect to repair or replace damaged equipment at Xplore’s discretion, with a model of equal or greater value<sup>3</sup>. Xplore xDEFEND must be purchased as part of the original Xplore tablet PC sale. Contact your local sales representative for pricing plans and more information. For details on Xplore products and basic warranty, visit [www.xploretech.com](http://www.xploretech.com).

Failure Cause	Action Taken
<b><i>Drops, Falls, Collision</i></b>	<b><i>Repaired or Replaced</i></b>
<b><i>Electrical Surge</i></b>	<b><i>Repaired or Replaced</i></b>
<b><i>Broken Screen</i></b>	<b><i>Repaired</i></b>
<b><i>Accidental Breakage</i></b>	<b><i>Repaired or Replaced</i></b>

## Details of Coverage

**DAMAGE FROM REGULAR USE.** Does not cover: theft, loss, intentional damage, fire, cosmetic damage that doesn’t impede on operations, damage from improper maintenance from client or unapproved third party service centers, acts of God, etc.

5 day service agreements in place with a 72 hour expedite available with caveat condition which is standard, subject to parts availability (service available exclusively through USA repair depots). Customer is responsible for shipping damaged unit to Xplore Service Center. Xplore will cover cost of shipping repaired unit back to customer.

Xplore may elect to perform repairs in house or contract repairs out to a third party service center.

- 72 hour expedited service is available, subject to parts availability.
- These are high frequency use items, such as stylus, batteries, screen protectors, etc., all which naturally wear down over time. For the complete list of consumables, please contact your local sales representative.
- LCD, HARD DRIVE, SYSTEM BOARD are limited to ONE MAJOR INCIDENT per YEAR. If more than one failure, client will be given an estimate of the cost to repair. If Xplore determines that the damaged unit cannot be repaired, the unit will be replaced. The unit replaced will be an equivalent or superior model. If Unit has been replaced, only the ADP concerning the major and minor failures will roll over to the new unit for the duration of the original warranty. Unit replacement does NOT start over.