

TEMPLECARE TERMS AND CONDITIONS

The TempleCare Service Plan is a comprehensive package of add-on service selections available for newly purchased and existing Temple Healthcare devices within (2yr-5yr old devices) worldwide.

The TempleCare service plans comes in 2 different packages, Platinum plan and a more economical Gold plan.

TempleCare Gold is a straight forward service plan for the user who wishes to extend their warranty coverage past the five-year lifetime of their device. This efficient warranty extension plan makes service call outs, software/firmware updates and preventative maintenance easy and convenient. It also adds cost-effectiveness to your product and provides you with a greater sense of security.

TempleCare Platinum is our no questions asked extended warranty designed for the mission critical user. As soon as your device arrives at our Temple Healthcare Service Centre, we'll take care of any and all issues. This plan includes coverage for ALL internal repairs including boards, screens and chassis and all relevant software/firmware updates. It also features free local and international shipping of parts and devices for the purposes of diagnostics and repair, an annual preventative maintenance per device, ongoing online or in-person software training to the level of expert user, 5 onsite call outs per year, like for like priority loan devices and unlimited remote/phone support within business and after hours.

	TempleCare Gold	TempleCare Platinum (2yr-5yr old devices)
Access to How to Videos/Guides and Software Downloads.	✓	✓
Unlimited Technical Assistance – Remote/phone support during business hours.	✓	✓
Unlimited Technical Assistance – Remote/phone support for critical issues during after-hours.	✓	✓
Annual preventative maintenance per device.	✓	✓
Like for like priority loan devices supplied for replacement of devices needing repairs (subject to availability).	✓	✓
All relevant software/firmware updates, patches and upgrades.	✓	✓
3x Onsite call outs per year (Metro) 1x Onsite call outs per year (Rural)	✓	-
5x Onsite call outs per year (Metro) 3x Onsite call outs per year (Rural)	-	✓
All manufacturers defect and internal repairs including boards, screens and chassis.	-	✓
Free Domestic and International Shipping of parts and devices for the purposes of diagnostics and repair.	-	✓
Ongoing online or in-person software training to the level of expert user.	-	✓

Terms and Conditions – Warranty and Repair

- The warranty period for each unit is valid from the date of shipment from Temple Healthcare.
- TempleCare All-inclusive are available for devices between the periods of after manufacturer's warranty has ended and 5yrs lifetime.
- Consumable parts and accessories are **EXCLUDED** from TempleCare plans.
- The extended warranty covers defects in materials/production and **DOES NOT** cover intentional damage, user abuse or misuse.
- TempleCare service plans do not cover problems related to third-party software.
- Temple Healthcare is not responsible for data lost during repairs.
- If a unit is returned and no fault is found, the customer will be charged a \$110.00 ex GST diagnostic fee.
- A poor customer description of device problems may affect repair time.

Definitions & Terms

Terms

Validity of the TempleCare Service Plan

Service plans are only valid if the unit is used in accordance with the specifications provided by the manufacturer. This includes exposure to the elements, temperatures, dust, moisture, vibrations, falls, maintenance and general care, as well as ordinary wear and tear.

Maintenance and general care

Temple Healthcare advises the user to follow the general care instructions and manufacturers recommendation for the device, such as updating software/firmware regularly, resetting the device once a month (Nox devices) and cleaning the devices with 70% isopropyl alcohol wipes.

Repair

TempleCare service plans do not cover intentional damage, user abuse or misuse.

Definitions

How to videos and guides	Easy access to how to guides and how to videos on our website: www.templehealthcare.com.au
Software downloads	Access to software/firmware on our website: www.templehealthcare.com.au
Manufacturers defects	Defects or failures in a product resulting from a departure from its design specifications during production.
Loan devices	Like for like priority loan devices supplied for replacement of devices needing repairs (subject to availability).
Call outs	Onsite visit for service and support.
Annual Preventative Maintenance	An annual service of the device which includes a report. Can be postal or onsite visit.
Domestic Shipping	Shipping to and from the Temple Healthcare Service Centre.
International Shipping	Shipping to and from the manufacturer overseas.
Business Hours	Business hours are between Monday-Friday 8am-5pm.
After Hours	After hours are between Monday-Friday 5pm – 8am and weekends.
Metro	Within 50kms of the city of Sydney/greater Sydney. It includes the City of Sydney, Waverley, Randwick, Canada Bay, Inner West, Bayside and Woollahra local government areas. It is capped by Hornsby at the north, Penrith in the west, Campbelltown in the South West and the Sutherland Shire at the south.
Rural	Outside 50kms of greater Sydney.