AEM networks

Future Smart.

Extended Care Program

TestPro and Network Service Assistant (NSA) carry a standard warranty to be free from defects in material and workmanship under normal use for a period of 2 years. Upon product registration, AEM will extend that warranty to a period of 5 years. Products must be registered within 90 days of purchase.

Extended Care runs concurrent with the standard manufacturer warranty and provides you with peace of mind that your investment will be protected with all code updates, calibration service if applicable and product repair should your test equipment become damaged.***

Register your test equipment and extended care plan at: **aemnetworks.com/myaccount**



OUR 1 & 3 YEAR PLANS INCLUDE:

Help is a Click Away!

- **Worldwide Dedicated Email**
  customer-care@aemnetworks.odoo.com
  Monitored 24-hours a day
- **Live Phone Support**
  Monday-Friday 8AM-5PM MST (GMT-7)
  T : 480-534-1232 (For US Customers)

*Major Code & Feature Updates**

- Test Platform Updates
- TestDataPro Software Updates

Stay Tuned All Year

- Custom Test Limit Development
- Yearly Calibration Service
  (Not applicable for NSA)
- 3 Weeks Typical Turnaround for Service/ Calibration with Loaner Units
  Available upon request if unit is in service, based on availability

Repair Coverage

- Non-Warranty Damage
- Free Adapter Replacement**

*All clients receive free minor code updates for their test equipment and TestDataPro results management software.
**Damaged test adapter replacement includes only the adapters included in a test kit that Extended Care was purchased for, it does not include separately purchased test adapters. Replacements are granted once per year of active Extended Care. Damaged Fiber Optic test adapters covered under Extended Care may be repaired or replaced at AEM's discretion once per year during eligible coverage.
*** Extended Care may be added at time of initial product test kit purchase or can be added within 90 days of initial product test kit purchase. Product registration at aem-test.com/myaccount is required within 90 days of Extended Care coverage purchase to be valid.