

SICK Extended Warranty Program Information

Contact your SICK Sales Representative or Customer Service for pricing.

Extended Warranties

The SICK Extended Warranty Program is designed to be an extension of the original SICK factory warranty. It covers repairs to product only and does not include any form of After Hours support or on-site response. Standard RMA and return procedures apply. Customers with the Standard Extended Warranty option will have their product repaired and returned under normal lead times. Customers with the Rapid Response option will have a replacement product shipped to them within 5 days with the option of having the repaired product returned after being repaired.

Program benefits:

- Guaranteed product repair and/or replacement after expiration of factory warranty*
- 5-day expedited hardware replacement when you select the Rapid Response Extended Warranty
- 10% discount for any billable depot repairs (products under an extended warranty only)
- Convenient annual or multiyear terms

Criteria

- Eligible products (CLV, OPS, VMS, LMS, ICR890)
- Choice of Standard EW (normal product repair/replacement lead time) or Rapid Response (5 day product replacement lead time)
- Contact your SICK Sales Representative or Customer Service for pricing
- Available up to 4 years after expiration of the factory warranty

Restrictions/caveats

- No quantity discount
- Extended Warranties can be initiated at the time of sale or during the original factory warranty period only. Hardware whose factory warranty has expired may be subject to inspection and/or an additional annual premium.
- Competitive hardware is not eligible.

* All units returned for repair under the Extended Warranty Program are subject to evaluation. There will be no charge for parts or labor if repairs are due to normal use. Customer will be charged for repairs of the original unit or for a replacement unit if product failure is not determined by SICK to be caused by manufacturing or performance defect.