

iCare imaging and perimetry

How do I purchase an Extended Warranty for my iCare imaging or perimetry device?

Once the device is properly evaluated iCare will send a service agreement along with Terms and Conditions.

Can I renew my imaging or perimetry warranty if it has expired?

Yes. If a system is out of warranty, it will require an online inspection charged at the current service hourly rate. That inspection charge will be applied to the cost of the warranty or the cost of a non-warranty repair.

Will a technician come to my clinic if my iCare device fails while under warranty?

In most cases repairs can be remedied online or over the phone. It may be necessary to have the unit sent to the iCare service center. In some cases, a field service engineer will be dispatched to perform onsite repairs.

If I use a loaner, can I retrieve my patient data and add it to my device once repaired?

Yes. Our service team will support you in the backup and importation of patient data (for imaging devices only) from a loaner to a customer owned system. As a reminder, even outside of a service intervention please perform frequent backups of your patient data to prevent catastrophic data loss.

Can all my patient data be transferred to a loaner device?

This is possible in most cases. However, depending on the amount of data accumulated and a possible Network Data Storage setup, restoring the existing patient data for access is not always possible.

Is there a plan available for scheduling a preventative maintenance visit for my imaging or perimetry device?

Yes, the Platinum Extended Warranty covers preventative maintenance visits.

iCare tonometry

What happens if I drop my iCare tonometer and it no longer functions properly?

The manufacture's warranty does not cover damage if the device has been dropped. The Platinum Extended Warranty does cover this type of repair.

Miscellaneous

If I'm not under warranty, can I still receive technical support?

Yes. iCare will always take your phone call to discuss product issues and provide non-warranty repairs at the current rate if a device is not under warranty.

Are there different packages available?

Yes. There are 3 different extended warranty levels for most iCare devices. You can select the best plan to fit your practice needs.

Can you send me a description of each extended warranty level?

Yes. The extended warranty descriptions are available at www.icare-world.com/USA or a PDF of the different warranty levels can be sent by email by sending a request to infousa@icare-world.com

Do I receive a loaner if my iCare device has a technical issue?

In most cases repairs can be made online or over the phone. If that is not possible and a device is under the manufacturer's warranty or an Extended Gold or Platinum warranty a loaner device is provided.

Can I extend my warranty at the point of purchasing a new iCare device?

Yes. iCare will allow up to 4 years of extended warranty to be purchased at the point of sale of a new iCare device, not pre-owned.

Is there preventative maintenance that can be performed on iCare devices?

Yes. All iCare devices have preventative maintenance described in the device's Owner's Manual.

These warranties are for products located in the United States of America and sold by iCare USA or one of its authorized resellers.

To obtain service or information please call Customer Service at (888) 422-7313 Option 3.

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