virtucom®
understanding. technology.

25+ YEARS

WHAT'S INCLUDED IN VIRTUCOM'S

WARRANTY & PROTECTION PLAN

Virtucom is in the business of providing peace of mind. We absorb uncertainty and enable you to plan and achieve your mission.

EMPOWERED

We're passionate about empowering you to transform learning with the most effective technology tools available, so you can focus on executing your strategy

ASSURANCE

As education experts who specialize in supporting K12, you can be confident that we provide a secure process, assurance of district resources, and asset management

TRUSTED

We tirelessly forge trusted relationships with school leaders that span decades - we measure our success by your success!

Virtucom's

WARRANTY & PROTECTION PROGRAMS

AT A GLANCE

Virtucom offers a customizable three-tiered plan that helps schools and districts get the coverage they need with all of the flexibility they could hope for. Our vPro, vPlus, and vPrime protection plans were crafted and specifically tailored to K12's unique needs so that you could proceed with a protection plan that leaves you worry free.

Virtucom showcases a 3 tiered plan to allow districts the protection they need:

vPRO Protection

vPLUS Protection

vPRIME Protection

Lenovo

hp

Microsoft

DELL

acer

G

VIRTUCOM TIERED PROGRAMS

In order to make sure schools recieve the warranty and protection they need, Virutcom offers 3 tiered plan packages. vPro, vPlus, and vPrime. Our program solutions help you prepare and protect devices intially intended for in-class one-to-one intiatives for student take home use, refresh old devices that may be out of warranty, and protect all of your existing fleets regardless of purchase date or device type!

Key Features & Benefits	Industry Standard	vPRO Protection	vPLUS Protection	vPRIME Protection
Beyond Manufacturer Warranty				
Flexible Start Date		✓	✓	✓
Onsite, Depot, Pick-Up & Drop-Off	Onsite & Depot	✓	✓	✓
Spare Parts Program		✓	✓	✓
Device Loaner (Hot Swap) Program			✓	✓
Online Claim, Report, Track, and LookUp		✓	✓	✓
Accidental Damage Protection (ADP)				
Liquid Spills (On or In It)	✓	✓	✓	✓
Accidental Breakage	✓	✓	✓	✓
Screen Protection (Case Included)			✓	✓
Limited/Unlimited Claim Incidents	1 per Year	1 per Year	2 per Year	Unlimited
Disinfecting/Sanitation			✓	✓
Cosmetic Normal Wear and Tear				✓
Battery Protection				
Battery Failure Replacement	✓		✓	✓
Battery Performance Replacement			✓	✓
Deductible Program			✓	✓
Theft & Loss Protection			✓	✓
Security & Asset Management			✓	✓
All-Inclusive No Questions Asked Coverage				✓

All Inclusive
No-Deductible
KEY FEATURES
Battery
Accidental Damage
K T S
LITHIUM BATTERY
JAPAN STD
CR2032

BEYOND MANUFACTURER WARRANTY

Most technology manufacturers offer some form of basic warranty coverage attached to their product. These factory warranties typically protect the device from product failure only during the coverage period. Virtucom goes beyond the manufacturer warranty in order to ensure you are covered when you need it and how you need it. Our goal is to provide peace of mind.

Flexible start date

Virtucom's flexible start dates allow schools to start coverage at deployment stage or whenever they want to start. Start at the beginning of the school year when students will actually be using the devices and not just upon reception.

Spare Parts Program

This is a self-service feature Virtucom provides that allows customers to self-repair technology out of an inventory of parts.

Online Claim, Report, Track, and LookUp

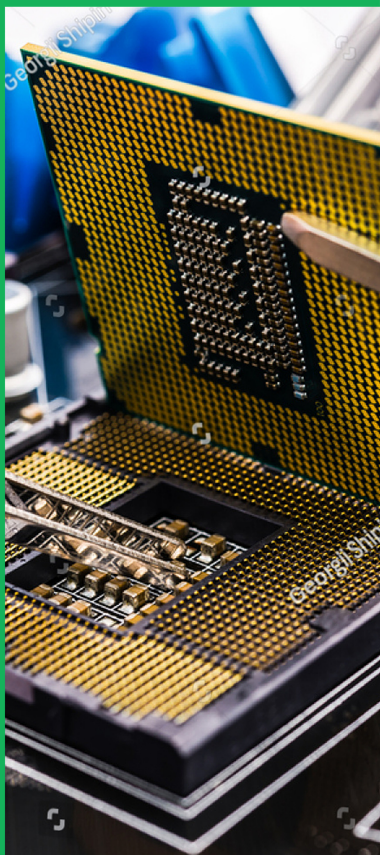
Enjoy a hassle free and painless process with our online tools and repair management process. Use our portal to track assets, compile reports, submit and lookup online claims, and track your progress.

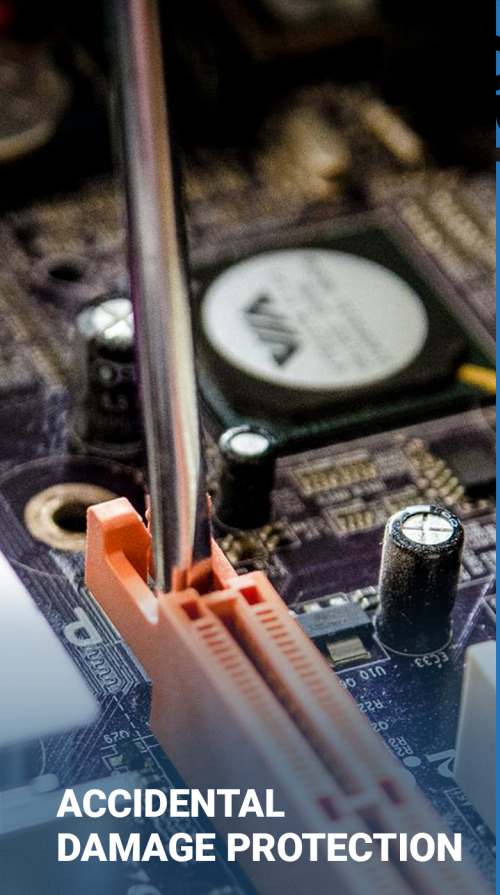
Onsite, Depot, Pick-Up & Drop-Off

You choose and manage your repair structure! We provide services customized to your needs ensuring that we adapt or develop a plan and process tailored to you.

Device Loaner (Hot Swap) Program

We do our best to help ensure as little downtime as possible. Our device loaner program provides your students and staff a device replacement while their device is being repaired so there is little to no interference in learning.





ADP

ACCIDENTAL DAMAGE PROTECTION

Accidents are unpredictable and happen daily in the K12 learning environment. This is where Virtucom truly stands out - with our accidental damage protection offerings, we give back more control. Unlike many ADP plans, Virtucom offers protection on common accidents that happen in K12 such as from drops, spills, and biohazards. We want schools and districts to know that they're covered for the unexpected.

Liquid Spills (On or In It)
Virtucom ADP covers liquid spills including full submersion and biohazard spills.

Screen Protection (Case Included)
As a preventative measure, Virtucom offers screen protection to ensure devices will last with heavy usage.

Limited/Unlimited Claim Incidents
Our different programs offer you different options on device claims so that you get the right amount of protection.

Biohazard Coverage
Participate in a program that provides quarantine guidelines that disinfect and ready devices for safe use.

Cosmetic Normal Wear and Tear
We craft our protection plans with K12 in mind. So normal wear and tear is covered in our protection plans because we understand how much usage your technology investments will

FULLY CHARGED BATTERY PROTECTION

Virtucom battery protection extends your warranty beyond the standard 1 year of protection. Extend the life of older device fleets you already have in stock; our battery protection allows you to prolong the life of your existing technology.

Battery Performance Replacement

Batteries fail. We protect your devices' batteries so that your technology is truly long lasting.

Battery Failure Replacement

Virtucom offers additional battery protection services beyond the standard 1-year warranty.

Hassle Free.
No Questions.
We Fix It or
We Replace it.

ALL-INCLUSIVE NO QUESTIONS ASKED COVERAGE

Virtucom Offers All-Inclusive No Questions Asked Coverage

With our premium program, if a device isn't working, we repair or replace it no questions asked. You're 100% covered no matter the problem.

ABOUT VIRTUCOM

For 25 years, we've built trust-based relationships with school leaders to help create empowered learning environments. Virtucom is on a mission to ensure every school in America has objective, personalized technology guidance. We provide IT solutions, warranty protection and proven support that directly impacts student achievement and communities at large for generations to come.