

## Extended Service Contract – RAS-Pack™

SKU: ST-2YR-EXTSC--AIR

Price: \$995.00

Coverage: 2 Years Extended (Total 3-Year Coverage Including Manufacturer Warranty)

### Overview

The Scenario Trainer Inc. Extended Service Contract provides enhanced protection beyond the one-year manufacturer's warranty, ensuring long-term reliability and priority support for your Scenario Trainer Inc. products. This contract extends your coverage for two additional years, covering repairs, parts, and expert service for three years from the original purchase date.

### Key Benefits

- Extended Coverage – Protection continues for two additional years after the manufacturer's warranty expires.
- Comprehensive Repairs – Covers mechanical and electrical failures under normal use.
- Parts & Labor Included – All repair costs, including labor and replacement parts, are covered.
- No Deductibles or Hidden Fees – No unexpected costs for covered repairs.
- Priority Customer Support – Access expert assistance via phone, email, or support ticket submission.
- Authorized Repairs – Servicing by certified technicians using original Scenario Trainer Inc. parts.
- Hot Swap Program – Emergency replacement units to minimize downtime.
- Remote Replacement – Up to two replacements per year to ensure operational continuity.

### How the Hot Swap & Remote Replacement Works

Scenario Trainer Inc. understands that uninterrupted training is critical. To support this, our Hot Swap Program maintains a stock of emergency replacement units. If an issue occurs, a working replacement will be shipped within one business day once available at our factory, and we will make every effort to expedite shipping as needed to minimize downtime. Remote replacements are available up to two times per year, ensuring training continuity even in remote or urgent scenarios.

### Coverage Details

- Duration: Two years of extended coverage, beginning after the manufacturer's one-year warranty expires.
- Covered Issues: Mechanical/electrical failures, manufacturer defects, battery performance under 80%.
- Service Options: Hot Swap, Remote Replacement, Mail-in Repair, Onsite Service, or Authorized Repair Centers.

### Exclusions

- Loss or theft
- Cosmetic damage
- Unauthorized modifications or third-party repairs
- Damage from misuse or environmental factors

### How to Purchase

To secure your Extended Service Contract, please contact your Scenario Trainer sales representative or email [orders@scenariotrainer.com](mailto:orders@scenariotrainer.com). This contract must be purchased within 30 days of the original product purchase date.