

AEM Extended Care Plan

MAYFLEX
A Sonexar Company

✉ TesterS@mayflex.com



When you purchase an AEM TestPro or Network Service Assistant (NSA) tester from Mayflex each has 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 grant a standard warranty for a period of 5 years.

You can purchase an additional 1 or 3 Year Extended Care Plan*. With the Extended Care Plan, you will have no additional costs in keeping your tester calibrated and in working order for the duration of your plan.

Key Features

- ✓ Mayflex telephone support **Monday – Friday 8.00 a.m. to 5.30 p.m. – Call 0800 093 1202**
- ✓ Email support monitored 24 hours per day
 - For out of hours visit <https://myaccount.aem-test.com> and raise a support ticket
- ✓ **Free** yearly calibration service
- ✓ 5-day turnaround to calibrate your tester
- ✓ **Free** software updates
- ✓ **Free** tester loan unit for technical faults where the tester needs to be sent away for repair**
- ✓ **Free** repair or replacement due to accidental damage***
- ✓ **Free** Adapter replacement for those adapters supplied as part of a kit****

* The Extended Care Plan must be purchased within 90 days of the equipment purchase.

** If loan units are available at that time

*** Note only one claim can be made per year

**** Damaged Permanent Link and Channel adapters – only 1 set of each can be replaced in a 12-month period.

Note - new adapters will be shipped out to you and you must return your worn adapters within 14 days.



Annual Calibration

- We will contact you 4 weeks prior to when your tester is due for calibration
- We will issue you with an RMA number
- You need to securely package your tester and include the RMA number
- We will arrange collection of your tester
- The tester will be calibrated within 5 working days and returned directly to you.

Note – if required we can provide a loan unit, however we aim to turn the testing round so quickly, usually within a couple of days, so you shouldn't need one.

Please note as part of the calibration service we will also ensure that your tester is updated with the latest firmware – should you not want to update the firmware at this point, please make our technical team aware of this when booking in your calibration update.

If you have any queries simply email the Mayflex Technical team at testers@mayflex.com or call **0800 093 1202**.

Technical Fault

Should you have a technical fault with your AEM tester please follow this process:

- Contact the Mayflex Technical Team on testers@mayflex.com or call **0800 093 1202**
- If your issue cannot be resolved over the telephone, we will arrange for your tester to be repaired
- We will issue you with an RMA number
- You need to securely package your tester and include the RMA number
- We will arrange for the tester to be collected from you
- If a loan unit is available this will be shipped directly to you
- As soon as the tester is fixed this will be shipped directly to you and you will need to return the loan unit within 5 working days.



To discuss your AEM tester requirements please contact Mayflex on **0800 75 75 65**
or email sales@mayflex.com