



EXTENDED WARRANTY PACKAGE

For long-term peace of mind

Look closer. See further.





Haag-Streit Extended Warranty Package — “Gold Standard” service

Haag-Streit is world-renowned for developing, manufacturing, and distributing high-quality products and solutions backed by outstanding customer service.

Your Haag-Streit device is automatically supplied with a manufacturer’s warranty to guarantee a top quality, reliable experience from the moment you partner with us. To ensure this experience lasts even longer, we are pleased to offer our valued customers a Haag-Streit Extended Warranty Package, safeguarding against downtime caused by mechanical and electrical failure.



Benefits of the Haag-Streit Extended Warranty Package

Covering a wide range of solutions

We are pleased to offer comprehensive coverage across the Haag-Streit portfolio, covering Diagnostics, Surgical, Simulation, and Reliance. In most cases, this means that you can purchase a Haag-Streit Extended Warranty Package for every device that you own, regardless of its product category.

The smart, sustainable choice

The Haag-Streit Extended Warranty Package isn't just a check in the box – it makes economic sense. Invest now and relax knowing that your devices and solutions will be fully operational for the long term, without interruption or unforeseen costs. Plus, in a world that rewards quality as well as price, a longer-lasting device also results in a more sustainable investment.

New simulation extended service plans for software & hardware

To complement the launch of the Haag-Streit Extended Warranty Package, we are pleased to offer extended service plans for our Simulation customers.

For software: Gold Software Package (GSP)

Our GSP offers up to ten years' coverage, ensuring that the simulator always receives the latest updates and software developments during the support period. If connected to our servers, the integrated VRmNet access to our online learning platform offers extended administration features, as well as additional online training tasks and detailed progress dashboards.

Additionally, flexible remote support ensures a fast response time for software and hardware-related questions. Moreover, all software updates will be automatically downloaded and installed so that the system remains up-to-date.

For hardware: Extended Warranty

To protect hardware components, the included factory warranty can be extended to up to five years (+ three years) to protect against unforeseen costs. Most hardware defects can be handled and repaired quickly without the need for lengthy administration processes.





Global benefits of the Haag-Streit Extended Warranty Package

- **Peace of mind:** Invest now knowing that your devices and solutions will be fully operational for the long term – without interruption or unforeseen costs
- **Comprehensive coverage** across Haag-Streit products: Diagnostics, Simulation, Surgical, and Reliance devices and solutions are all eligible
- **Remote support:** We provide flexible remote support which ensures a fast response time for software and hardware-related issues
- **Cost-effective:** Include a Extended Warranty Package on the day you invest in a Haag-Streit solution and benefit from significantly lower payments overall
- **Accredited service agents:** The Haag-Streit Global Service Team are the only specialists worldwide that are fully trained and accredited to provide the highest level of service
- **Versatile:** Interested to further extend the warranty period? No problem, please ask us.

Frequently asked questions

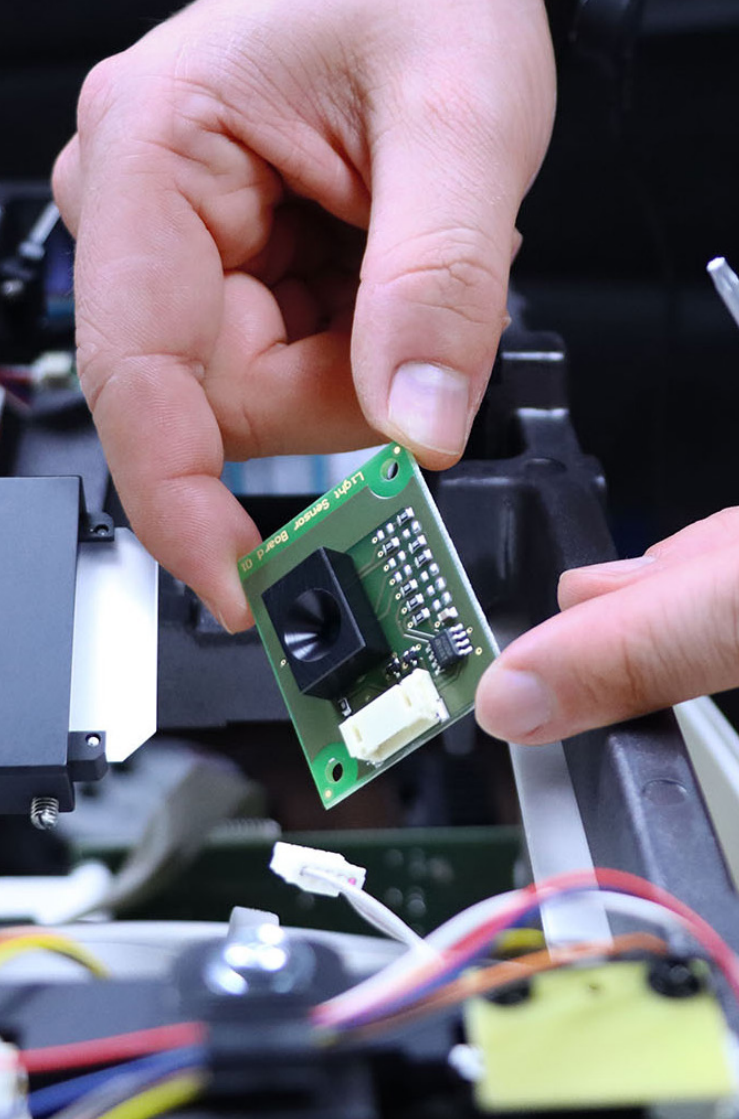
What is included in the Haag-Streit Extended Warranty Package?

The Haag-Streit Extended Warranty Package offers one agreement per individual device. This protects against mechanical and electrical failure, safeguarding your investment against damage or downtime. It's the natural extension to our [Maintenance Packages](#).

What isn't included in the Haag-Streit Extended Warranty Package?

- Normal wear-and-tear and consumable items
- Multiple products – each device requires its own Extended Warranty Package
- Failure caused by modifying the device outside our standard specifications
- Failure caused by incorrect use or manipulation of the device
- Damage caused by transporting the device.





I already have a Haag-Streit Maintenance Package. Why do I need the Haag-Streit Extended Warranty Package?

Our [Maintenance Packages](#) take a proactive approach to everyday service and repair by ensuring that tasks that require downtime are scheduled well in advance. This hugely reduces the risk of disruption to your eye care service, allowing your practice or clinic to run seamlessly without interruptions to workflow.

The Haag-Streit Extended Warranty Package goes a step further. You have invested in a premium ophthalmic solution – and, as with any high-performance device, it uses specialty parts. While we are proud to say that our products are the “gold standard,” naturally, issues can still arise. With our Extended Warranty Package, you can be sure of the quickest route to the manufacturer – without any of the hassle of sourcing replacement components yourself.

When should I purchase a Haag-Streit Extended Warranty Package?

You must purchase your Haag-Streit Extended Warranty Package either when you buy your device or before the standard manufacturer’s warranty expires. If you wish to extend the length of your Extended Warranty Package once it has commenced, please talk to us, and we will be pleased to advise.

Contact us

To discuss an Extended Warranty Package for your Haag-Streit device, please contact your [Service Agent](#) who will be delighted to help.

For more details, please refer to the [Terms & Conditions](#).

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