Extended Care Program

TestPro and Network Service Assistant (NSA) carry 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.

Extended Care runs concurrent with that warranty and provides you with peace of mind that your investment will be protected with all code updates, calibration service if applicable and product repair should your test equipment become damaged.***

Register your test equipment and extended care plan at : **aem-test.com/myaccount**

OUR 1 & 3 YEAR PLANS INCLUDE:

Help is a Click Away!
- **Live Phone Support**
  Monday-Friday 8AM-5PM MST (GMT-7)
  T : 480-534-1232
  Toll Free : 833-572-6916
- **Worldwide Dedicated Email**
  customercare@aem-test.com
  Monitored 24-hours a day

Major Code & Feature Updates*
- **Test Platform Updates**
- **TestDataPro Software Updates**

Stay Tuned All Year
- **Custom Test Limit Development**
- **Yearly Calibration Service**
  (Not applicable for NSA)
- **3 Weeks or Less Turnaround with Loaner Units**
  Available upon request if unit is in service, based on availability

Repair Coverage
- **Non-Warranty Damage**
- **Free Adapter Replacement****

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*All clients receive free minor updates for their test equipment and TestDataPro results management software.

**Damaged test adapter replacement includes only the adapters included in a test kit that Extended Care was purchased for, it does not include separately purchased test adapters. Replacements are granted once per year of active Extended Care.

*** Extended Care may be added at time of initial product test kit purchase or can be added within 90 days of initial product test kit purchase. Product registration at aem-test.com/myaccount is required within 90 days of Extended Care coverage purchase to be valid.