



## Warranty

# Equipment Maintenance Program

## Simple choice. Powerful warranty coverage.

As today's organizations become more sophisticated, the importance of properly covering equipment becomes increasingly critical. To manage the post-warranty risk of equipment maintenance and repair, many organizations purchase individual service and maintenance contracts. While these service contracts extend the life of your original investments, they don't have to be purchased from the Original Equipment Manufacturer (OEM). You can rely on the simplicity of the CNA Equipment Maintenance Program.

### The easy choice

The CNA Equipment Maintenance Program replaces your separate service contracts with a single CNA maintenance agreement, offering one renewal and billing date, and consistent terms and conditions. The new program may save you up to 22% over purchasing individual OEM extended service contracts.

### Experience the power of ONE

- **One** agreement to manage
- **One** billing date for better financial forecasting
- **One** online portal for easy access to service histories
- **One** number to call for all your maintenance and service needs

## Two options for service:

### Option #1

Call our service center directly and we'll handle it

- 1 Call our toll-free service center at 866-296-4847
- 2 The appropriate service provider is dispatched
- 3 Paperwork\* is submitted for payment
- 4 The request is processed and a check is sent to the service provider

### A smooth implementation process

Meet with your agent and CNA sales representative to identify potential equipment



Submit your equipment service contracts to your agent and CNA sales representative



Receive a CNA proposal



Launch your CNA Equipment Maintenance Program

### Option #2

Contact the service provider directly

- 1 You contact the service provider directly
- 2 The service provider performs recommended service
- 3 You submit the service provider's paperwork\* for payment
- 4 The request is processed and a check is sent to the service provider

\* Paperwork refers to Service Provider Invoice and Field Service Report.

## CNA Equipment Maintenance Program

### Eligible Equipment Types

#### Security and Communication

Access control systems  
Alarm systems  
Audio/visual systems  
Cameras  
Card access systems  
Pagers  
Paging systems  
Metal detectors  
Security access systems  
Telephone switches  
Telephone systems  
Two-way radios  
Vaults and safes  
Video surveillance systems  
Voicemail systems

#### Information Technology

Archiving appliances  
Backup systems  
Data management systems  
Laptops  
Mainframes  
Network devices  
Network storage  
PCs and peripherals  
Servers  
Uninterruptible power supply

#### Mailroom

Addressing systems  
Barcoding equipment  
Binding machines  
Bursters/cutters  
Collators/decollators  
Conveyors  
Inserter systems  
Mail machines  
Mail peripherals  
Sorters

#### Financial and Point of Sale

Barcode scanners  
Cash registers  
Check scanners  
Currency scanners  
Currency sorters  
Drive-up systems  
Night depositories

#### Food Service

Bakery ovens  
Electronic scales  
Food packaging sealers  
Printers/label makers  
Meat saws  
Meat slicers  
Meat tenderizers  
Mixers  
Proof boxes  
Refrigeration systems  
Warmers  
Wrappers

#### General Office

Automated filing systems  
Collating machines  
Dictation equipment  
Endorsers  
Fax machines  
Microfiche  
Micrographic cameras  
Shredders  
Time clocks  
Word processing equipment

#### Law Enforcement

Breathalyzers  
Defibrillators  
Fingerprint systems  
In-car video systems  
Laptops

**Plus an array of additional electronic equipment**

### Trust CNA as your industry leader

As one of the largest warranty and service contract insurers in the U.S., CNA offers expertise as a leader in equipment maintenance and asset management. The program is offered through a network of independent insurance agents working with CNA's sales consultants to provide a flexible solution to control our clients' equipment maintenance management costs through immediate and future cost savings.

For more information, reach out to your independent insurance agent, contact CNA at [EMP@cna.com](mailto:EMP@cna.com) or visit [cna.com/warranty](https://cna.com/warranty).