



# Expect more. And get more than you expect.

At GCX, we built our reputation with our first customers— Fortune 500 manufacturers and IT industry leaders—by producing superior quality products, backed by superior service and support. We knew that if we didn't help our customers gain and maintain a competitive edge, we wouldn't have a competitive edge ourselves.

Today, we bring the same approach to the service and support of our medical computer carts and point-of-care products. We stand behind our products with the industry's strongest warranties. And we're committed to meeting or exceeding your service and support expectations – so that our products always help your clinical staff deliver the highest quality care.



# Nobody protects your investment like GCX.

Jaco branded medical computer carts, wall-mounted workstations and other point-of-care products are designed, engineered and manufactured in the United States of America, in our own facility in Franklin, Massachusetts. Every one of our products is built to last – and backed like we mean it. Our standard warranties offer some of the longest, strongest protection in the industry.

## Standard Warranties

### Warranties included with each Jaco branded product:

|   |  |
|---|--|
| <b>Jaco EVO™, EVO SE, and EVO Lite carts</b>      | 10-year limited warranty<br>7-year limited warranty on GCX-fabricated options and accessories<br>3-year limited warranty on electronic cart components |
| <b>EVO Wall Arms and Wall Stations</b>            | 10-year limited warranty<br>7-year limited warranty on GCX-fabricated options and accessories<br>3-year limited warranty on electronic components      |
| <b>PerfectView™ and PerfectView Tablet™ carts</b> | 7-year limited warranty on GCX-fabricated options and accessories<br>3-year limited warranty on electronic cart components                             |
| <b>POWER BLADE™ battery charger</b>               | 7-year limited warranty on structural components<br>3-year limited warranty on electronic components   |
| <b>Lithium iron phosphate (LiFePO4) batteries</b> | 3-year/4,000-cycle limited warranty  |

### GCX further protects your investment by extending our suppliers' part warranties to 3 years, standard:

| <b>Component</b>         | <b>Manufacturer's Warranty</b> | <b>GCX Extends To</b> |
|--------------------------|--------------------------------|-----------------------|
| Lift pistons             | 1 yr                           | 3 yrs                 |
| Push-button drawer locks | 1 yr                           | 3 yrs                 |
| Key locks                | 1 yr                           | 3 yrs                 |
| Casters                  | 1 yr                           | 3 yrs                 |
| Baskets                  | 1 yr                           | 3 yrs                 |
| Caster toe caps          | 30 days                        | 3 yrs                 |

**For a detailed statement of all warranty coverages, terms and conditions, contact GCX or your GCX Sales Representative.**



## Extended Warranties

**For customers that require added assurance, GCX offers the following extended warranties:**

**Extended Warranty for Manufacturers' Parts.** Extends the standard warranty two (2) additional years, for a total of five (5) years of warranty coverage.

**Extended Warranty for Electronic Components.** Extends the standard warranty two (2) additional years, for a total of five (5) years of warranty coverage.

**Extended Warranty for Jaco branded LiFePO4 batteries.** Extends the standard warranty for onboard LiFePO4 batteries and or POWER BLADE LiFePO4 hot-swappable batteries an additional two (2) years, for a total of five (5) years warranty coverage.

## Warranty Clarification and Terms

- **All warranty questions start with GCX support.** Visit <https://www.gcx.com/support/> and submit your support issue.
- **Be near the product in question.** You'll be asked to locate the serial number, and to provide other important information about the product.
- **In the case of a return for warranty, GCX will send a replacement at no charge.** GCX will ship your replacement part by ground freight, or by other terms specified by any service contract you may have with GCX.
- **Onsite support.** In most cases, warranty issues can be resolved with part replacement. In the event of a systemic cart issue, GCX will dispatch a Factory-Certified Technician to your site to diagnose the failure condition and resolve the matter according to the terms of your warranty.

GCX is committed to your satisfaction. We will work with you every step of the way to ensure all warranty repairs and replacements meet your expectations as well as our own rigorous quality standards.

## Premium Service Coverage Plans

Premium Service Coverage enhances your Promise Care with extended warranties, onsite service and expedited part shipment – all for considerably less than others charge for similar coverage. Choose the right plan for your service requirements and your budget:

- **Gold Coverage** provides 5-year, bumper-to-bumper part warranty coverage for your Jaco branded carts. Gold Coverage is an extremely economical way to eliminate unexpected part costs for your first 5 years of ownership.
- **Platinum Coverage** adds coverage for onsite cart service, performed by a Factory-Certified Technician. For IT staffs with strained or limited resources, this is an inexpensive way to minimize potential downtime should a cart require service or repair.
- **Titanium Coverage** provides expedited part shipment and onsite service from a Factory-Certified Technician. Titanium Coverage is offered for hospitals or hospital departments with little or no tolerance for downtime.

|                                  |   | Gold | Platinum | Titanium |
|----------------------------------|---|------|----------|----------|
| Promise Care<br>(Standard)       | Support from GCX Engineers (2-hr response 8am-5pm ET)   | ●    | ●        | ●        |
|                                  | Proactive Fleet Performance Reviews                     | ●    | ●        | ●        |
|                                  | In-Warranty Part Availability                           | ●    | ●        | ●        |
|                                  | Product Training  | ●    | ●        | ●        |
|                                  | Software Training and Support                           | ●    | ●        | ●        |
|                                  | Onsite Labor for Systemic Cart Issues                   | ●    | ●        | ●        |
|                                  | 24x7 Access to Online Documentation                     | ●    | ●        | ●        |
| Premium Coverage<br>(Additional) | Manufacturers' Part Warranties Extended to 5 Years      | ●    | ●        | ●        |
|                                  | Electronic Cart Component Warranty Extended to 5 Years  | ●    | ●        | ●        |
|                                  | LiFePO4 Battery Warranty Extended to 5 Years            | ●    | ●        | ●        |
|                                  | Onsite Service/Repair Labor                             |      | ●        | ●        |
|                                  | Expedited Part Shipment and Onsite Service/Repair Labor |      |          | ●        |

**À la carte coverage is also available.** Just like our Extended Warranties, our Onsite Labor and Part Shipment coverages can be purchased separately, for one year or multiple years. Ask your GCX representative for details.

Decades of proven durability and reliability. Industry-leading warranties. And a range of service coverage options to meet your uptime and budget demands. Mobile and wall-mounted workstations represent a significant capital investment for your healthcare organization.

## Optional Support Services

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### Factory-Direct Integration

**Minimize disruption, maximize ROI.** Because we have our own factory, GCX can integrate your carts before delivering them to your site. We can install and route all power and peripheral cables, with proper strain relief, so that your IT team can connect devices and peripherals easily, and deploy your carts faster.

### Onsite Deployment Services

GCX offers a number of services to accelerate cart deployment, and allow your IT personnel to remain focused on their work:

**Unloading and unpacking.** A Factory-Certified Technician will meet your carts at the loading dock, unpack them, and move them to the location you specify for integration and deployment.

**‘White Glove’ service.** A Factory-Certified Technician will meet the delivery truck at your loading dock, unload your carts from the truck, unpack them, move them to the location you specify for integration and deployment, and recycle or dispose of all packaging material.

**Onsite integration.** To further accelerate deployment, a Factory-Certified Technician will mount and connect all computers, monitors, and qualifying devices and peripherals on your carts, at your site.

### Preventative Maintenance

GCX mobile and wall-mounted workstations are maintenance-free by design, requiring only periodic cleaning based on our simple instructions. For customers who prefer it, a Factory-Certified Technician can periodically inspect your workstations at your site and perform minor adjustments that keep them in top working condition for years of trouble-free performance.

### GCX Support Quick Reference

#### On the Web:

<https://www.gcx.com/support/>

Be ready to provide the product model and serial number.

#### By Phone:

(877)-803-0101, 8 a.m. to 5 p.m. ET.

Have the product in question nearby.

#### Product Manuals:

<https://support.jacoinc.com/support/solutions>



**Simple. Solid. Smart.**



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