



How to Get Started

Partnering with Ingram Micro to offer on-site services is a simple process that takes only three to five business days. To sign up, follow the steps below:

1. Place an order with your Ingram Micro sales representative by calling (800) 456-8000.
2. By the next business day, you'll receive an e-mail from Warranty Corporation of America (WaCA) including:
 - a. A link to a web site containing a mandatory, one-time reseller agreement and an optional service provider agreement (if you would like to perform service for your customers' plans)
 - b. The Product Protection Plan contract number
 - c. The contract's terms and conditions, which you will send to your customer

About the Warranty Corporation of America (WaCA)

As an Ingram Micro reseller, you're eligible to become an authorized service provider and designate yourself as the preferred service provider. You will be reimbursed for parts and labor by WaCA. Or, you may choose to use the established network of more than 2,000 authorized service providers with coverage in all 50 states. As one of the largest administrators of service contracts in the U.S. since 1985, WaCA's Technical Support Center can diagnose 92 percent of problems on the initial claims call.

How to Place a Service Call

You or your customers can call (800) 320-2783, Monday-Friday, 8 a.m.-8 p.m., Eastern time.

Ingram Micro | Product Protection Plan

FACT SHEET

ON-SITE WHITE BOX SERVICES ADD VALUE FOR YOU AND YOUR CUSTOMERS

Now you can service your clients' custom-built systems at competitive prices. The Ingram Micro Product Protection Plan offers three on-site white box service plans for U.S. components resellers and systems builders. You can opt to service your customers' accounts by becoming their authorized service provider.

By providing this high-demand service, you'll ensure your customers' mission-critical IT assets are always covered. As a result, you'll experience greater customer entanglement and capture sales related to the initial build.

White Box Plans for Your Custom Desktops and Servers

Choose from our three on-site plans for desktops and servers. Term dates and response times vary to accommodate your customers' requirements and budgets. Coverage for every plan includes parts, labor and on-site service.

White Box New Product Plans

These plans must be purchased at the time of product purchase or within 15 calendar days. Two options are available:

- 36-month term, on-site, next-business-day service with coverage beginning on day 31
- 36-month term, on-site, same-day/four-hour service with coverage beginning on day 31

White Box In-warranty Product Plan

These plans must be purchased 30 days prior to the shortest expiration of the manufacturer warranty. The in-warranty plan includes:

- 12-month term, on-site, next-business-day service with terms and coverage beginning upon the shortest expiration of manufacturer warranty

Response times refer to the on-site arrival of a technician. A second on-site visit will be scheduled if parts are not available at the time of the first visit.



Ingram Micro | Product Protection Plan

Exclusions include: accidental damage; incidental or consequential damage; misuse or abuse; or failure to use product in accordance with the manufacturer owner's manual.

Ingram Micro Product Protection Plan Features for New Products

This affordable plan covers all manufacturers' laptops, desktops, servers and peripherals. Key features include:

- 36-month term
- Next-business-day service
- On-site service for desktops, servers and peripherals
- Coverage that begins on day 31
- Depot Express for laptops
- Choice of servicing your customers' plans or using the established network of more than 2,000 available service providers
- Surge protection

Partner with us and you'll be able to:

- Cover unique and custom installations from a single provider
- Streamline contract management and tracking by covering installations with the same beginning- and end-term dates for all products

Marketing Templates

Promote your services with customizable end-user marketing templates. To download your templates, visit www.ingrammicro.com/productprotectionplan.

- Commit to next-business-day or same-day service to ensure minimal downtime for your customers
- Provide on-site service for customer convenience
- Combat cost objections to higher-priced manufacturer warranties
- Cover installations in all 50 states
- Reduce your exposure to product failure risks
- Provide reliable service from an authorized service provider

PERIPHERALS COVERED

- Bar code readers
- Card readers
- CD drives
- CRT monitors
- Docking cradles
- External hard drives
- Flash memory
- Floppy disk drives
- Game controllers
- Graphic tablets
- Keyboards/mice
- LCD monitors
- Memory adapters
- Memory sticks
- Modems
- Monitors with TV tuners
- Multifunction devices
- Network attached storage
- Networking ridges/routers
- Networking hubs/switches
- Pointing devices
- Print servers
- Printers
- RAID controllers
- Remote controls for slide projectors
- Scanners
- Sound stations
- Tape drives
- V tuners

CONTACTS

To request a service provider agreement or a reimbursement schedule, please call (888) 212-4822, e-mail ingrammicroservice@waca.com or visit <http://imsa.waca.com>.

To place a service call, please call (800) 320-2783.

To order, please call your Ingram Micro sales representative at (800) 456-8000.