

# Cochlear™ Service Agreements

Cochlear's standard warranty is free of charge and begins the day you are fitted with your sound processor. When your original warranty expires after 3 years, Cochlear Service Agreements provide protection and peace of mind without worrying about problems like unexpected processor repairs.

## Who Needs a Service Plan?

If the original warranty coverage on your external equipment is about to end or has already ended, now is a great time to get Service Agreement coverage and safeguard your valuable Nucleus® equipment.

## Why Purchase a Service Plan?

- Savings over single processor repair costs
- Easy payment options
- Fast, expert repairs by Cochlear's own trained technicians



Hear now. And always



# Plan A

Includes:

- Repair and/or replacement of external equipment that is not functioning due to normal wear and tear

Plan A		One System*	Two Systems**	Additional Systems (each)
12-Month Plan	Paid in Full	\$625	\$1095	\$205
	Monthly Payment Program	\$58/month	\$101/month	\$19/month

## Plan B

Includes all services listed in Plan A, plus:

- Theft and loss coverage<sup>1</sup>

Service Agreement Plan B expands Cochlear's coverage options to offer theft and loss coverage for your external equipment – claims are limited to one per system component per three-year period.

<b>Plan B</b>		One System*	Two Systems**	Additional Systems (each)**
12-Month Plan	Paid in Full	\$885	\$1570	\$205
	Monthly Payment Program	\$82/month	\$144/month	\$19/month

## Plan C – Complete Care Plan

Includes all services listed in Plan B, plus:

- A 1-year supply<sup>2</sup> of the batteries of your choice – select from:
  - 1 case of Power One Implant Plus disposable batteries (300 cells)
  - 1 Freedom rechargeable Lithium Ion battery cell
  - 1 AA rechargeable kit (one charger and 6 rechargeable cells) plus 8 disposable AA cells
  - 1 AAA rechargeable kit (one charger and 6 rechargeable cells) plus 8 disposable AAA cells
- A 1-year supply<sup>2</sup> of Dry-Brik desiccant (6 bricks) for use with Dry & Store drying units

The Complete Care Plan provides everything you need to keep your processor on-line and well-maintained, all with one easy agreement. A year's worth of batteries and Dry Brik desiccant will be sent to you automatically at the start of the agreement period, so you won't have to worry about running low and not reordering in time.

Plan C		One System*	Two Systems**	Additional Systems (each)***
12-Month Plan	Paid in Full	\$1065	\$1910	\$205
	Monthly Payment Program	\$98/month	\$176/month	\$19/month

## Advance Processor Purchase Plan

The Advance Processor Purchase plan offers 2 years of coverage under Service Agreement Plan A, B or C. At the end of the coverage period, you will receive one new external device consisting of one sound processor, one controller, if applicable, and one headset with magnet. Your new replacement device will be the newest compatible technology available. If you choose the payment program on this plan, all 24 monthly payments must be received before the replacement device will be shipped to you.

Advance Processor Purchase Plan		One System*	Two Systems**	Additional Systems (each)***
<b>Plan A</b>				
24-Month Plan	Paid in Full	\$6050	\$6990	\$410
	Monthly Payment Program	\$279/month	\$322/month	\$19/month
<b>Plan B</b>				
24-Month Plan	Paid in Full	\$6570	\$7940	\$410
	Monthly Payment Program	\$303/month	\$366/month	\$19/month
<b>Plan C</b>				
24-Month Plan	Paid in Full	\$6930	\$8620	\$410
	Monthly Payment Program	\$319/month	\$397/month	\$19/month

## Family Plan<sup>†</sup>

Includes:

- Repair and/or replacement of external equipment that is not functioning due to normal wear and tear
- An opportunity to customize additional benefits to best meet your family's needs

Family Plan		
12-month Plan	Paid in Full	\$2000
	Monthly Payment Plan	\$185/month

## Family Plan

### Theft and Loss Coverage<sup>2</sup>

Our theft and loss coverage allows you to purchase complete protection for your external equipment . Claims are limited to one per system component per three-year period.

Add Theft and Loss Coverage for an additional fee		One System*	Two Systems**
12-month Plan	Paid in Full	\$250	\$500
	Monthly Payment Plan	\$23/month	\$46/month

For more information about the Family Plan, please visit [www.CochlearAmericas.com](http://www.CochlearAmericas.com), call Customer Service at 1 800 523 5798, or email us at [ServiceAgreement@Cochlear.com](mailto:ServiceAgreement@Cochlear.com)

## General Rules & Guidelines

Service Agreements are offered on the following external equipment types:

- Cochlear™ Nucleus® Freedom™

Cochlear's Service Agreements cover:

- Sound Processor(s)
- Controller(s)
- Headset Component(s)
- Cable Coil(s)

Unless your plan provides otherwise, Cochlear's Service Agreements do not cover batteries or accessory cables.

**Important** – If you have insurance coverage through a federal or state insurance program (e.g., Medicare, Medicaid, VA, Tri-Care), you should not purchase a Service Agreement as the scope of your coverage through your current program covers most, if not all of, these services

†Family: as defined by Family verification form

<sup>1</sup> Theft and loss coverage is limited to 1 claim per system component per 3-year period. Claims will be honored only if a current Service Agreement is in place. All claims require a claim form to be filled out by recipient's audiologist and a police report or sworn statement substantiating theft or loss if police report isn't obtainable.

<sup>2</sup> Since use varies by recipient, the batteries and desiccant provided with this plan may not last a full year.

\*One system includes: 1 Sound Processor;  
1 Controller (if applicable); 1 Headset with magnet

\*\*Two systems includes: 2 Sound Processors;  
2 Controllers (if applicable); 2 Headsets with magnets

\*\*\*Additional system coverage for more than two systems is for repair/  
replacement only.

Service Agreement pricing is available in the U.S. and Canada only, and is subject to applicable taxes and additional terms and conditions. Cochlear reserves the right to amend or change the conditions of this offer.

*Hear now. And always*



It's easy to keep yourself protected with Cochlear's Service Agreements. Simply select the plan that works for you, and then visit the Cochlear Store at [www.CochlearAmericas.com/Store](http://www.CochlearAmericas.com/Store) to place your order. If you need more information, we're here to answer your questions about existing equipment coverage, plan features, system bundling, payment options and more. Give us a call at **1 800 523 5798** or email us at [ServiceAgreement@Cochlear.com](mailto:ServiceAgreement@Cochlear.com)

## Don't delay.

Join thousands of other Nucleus recipients who have assured their peace of mind with Service Agreement coverage.

**Cochlear Americas**  
13059 East Peakview Avenue  
Centennial, CO 80111  
800 523 5798  
[www.CochlearAmericas.com](http://www.CochlearAmericas.com)

Nucleus is a registered trademark of Cochlear Limited, registered in the U.S. and other countries. Cochlear, Freedom, and the elliptical logo are trademarks of Cochlear Limited.

FUN1082 ISS4 NOV10



*Hear now. And always*

