

GCHawk



**GCHawk Manufacturer**

Repair Coverage

Sign In

## Standard Manufacture Repair Coverage

This provides standard manufacturer warranty coverage for every GCHawk. The customer is responsible to remove the device from the ceiling mount, package the device, and return the device for repairs. Foresight Sports will repair the device and return the device back to the customer once repairs are completed. Repair times are subject to change based on current demand. This program does not offer a Loaner or Exchange option, return shipping to Foresight Sports is the responsibility of the customer as outlined in the Manufacturer Warranty.

[GCHawk Manufacture Warranty Documentation](#)



## Silver Service Coverage

### Option A: GCQuad Loaner:

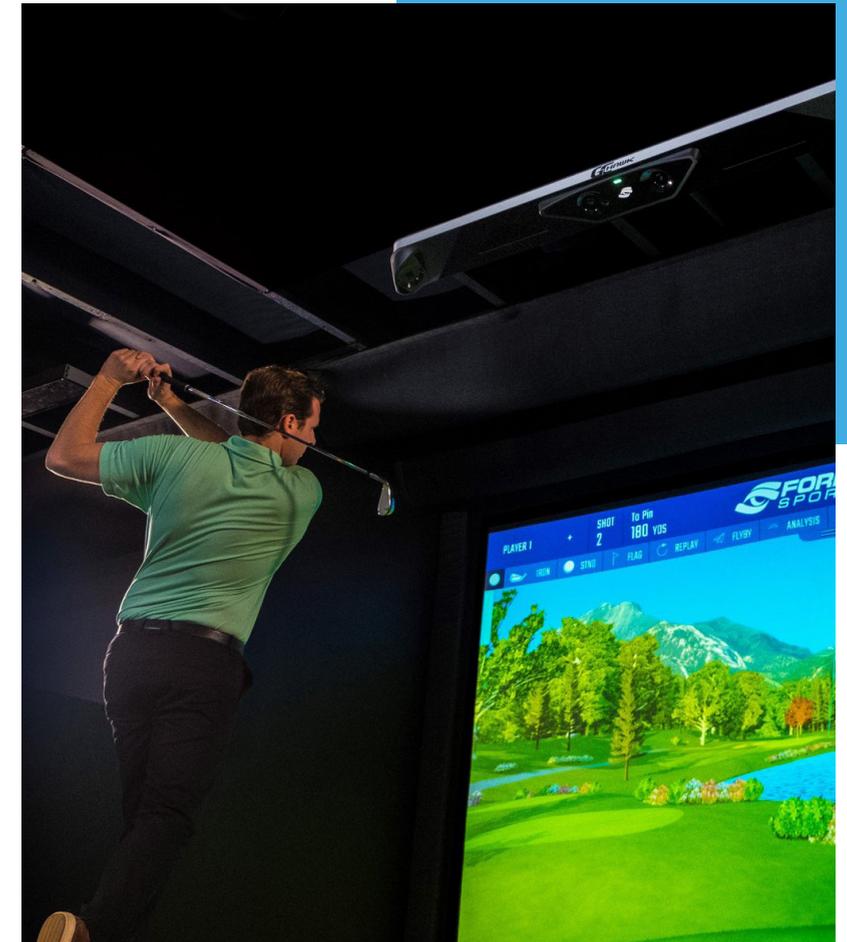
This option provides the end user with a **GCQuad Loaner** while their device comes back for RMA repairs. Shipping for the GCQuad loaner both ways is covered. The customer is required to remove, package, and return their GCHawk device for repairs per the standard manufacturer warranty. Repairs to the returned GCHawk are subject to the standard warranty coverage and not altered by the purchase of the service program. Once repairs are complete the customer's device will be returned to them and the GCQuad Loaner device must be shipped back to Foresight Sports within 5 Business days of RMA receipt.

<b>Annual GCQuad Loaner Silver Service Coverage</b>
(7300-0031) Will be available up to 2 time per year for any occurrence requiring a GCHawk
MSRP: \$650.00 - Per Device/Annually

### Option B: GCHawk Exchange:

This option provides the end user with a **GCHawk Exchange**. A Refurbished GCHawk will be sent to the customer for them to keep. This device will include a return label for the customer to return their original GCHawk for repairs. The customer is required to remove, package, and return their original GCHawk device for repairs per the standard manufacturer warranty. Repairs to the returned GCHawk are subject to the standard warranty coverage and not altered by the purchase of the service program. Once repairs are complete the exchange process for the customer's device will be complete.

<b>Annual GCHawk Exchange Silver Service Coverage</b>
(7300-0030) Will be available up to 2 time per year for any occurrence requiring a GCHawk
MSRP: \$1000.00 - Per Device/Annually





## White Glove GCHawk Onsite Service

The GCHawk Onsite Service Program will allow you to have a certified Foresight Sports Repair Technician arrive onsite to repair an already diagnosed issue. The cost will include Time, Travel, and any necessary Room & Board for the FSS Technician.

The parts required to complete the repair of the product will be subject to the original warranty of the product. Any cost required to repair the device outside of warranty will be in addition to the Onsite Service payment and will be quoted once repairs are complete.

### Onsite Service Will Require The Following Items:

1. An available assistant for simple tasks (holding ladder, etc).
2. Ladder for GCHawk ceiling removal, as is required for repairs to take place.

The Onsite Service Technician will only be dispatched after a thorough diagnosis has occurred with Foresight Sports Technical Support. The diagnosis will identify the issue and any parts needed to resolve onsite. After that time the Onsite Technician will prepare all parts and schedule their arrival.

Pending diagnosis completion, this program accommodates a 3-7 Business day arrival time for the Onsite Technician.

This timeframe is subject to change at the customer's request or due to scheduling conflicts outside of the control of Foresight Sports, including: Flight Availability, FSS Technician Scheduling Availability, or Acts of God. Foresight Sports will commit to diagnose and dispatch the Onsite Technician as soon as possible in every case.

<b>White Glove Service Coverage</b>
(7100-0032) Will be available 1 time per year for any occurrence requiring an onsite technician.
MSRP: \$1500.00 - Per Device

## Extended Warranty Programs:

In Addition, it is advised to purchase the extended warranty program for every device in use. This will allow the repair process to move seamlessly as all parts will be covered while the device remains under warranty.

### Additional 1 Year Extended Warranty Coverage

(7100-0028) 1 Year Extended Warranty (3 years from point of sale).

MSRP: \$2000.00

### Additional 2 Years Extended Warranty Coverage

(7100-0029) 2 Year Extended Warranty (4 years from point of sale).

MSRP: \$4500.00

