



Warranty

XMA Framework Warranty Cover

Every device offered on the framework includes a collect and return warranty managed, on behalf of framework customers with the vendors, by XMA. For Apple products, this warranty can be removed. Please speak to your account manager to discuss.

That means if something goes wrong that we can't help you with over the phone, we will arrange to have the device collected, repaired, and returned to you.

If a problem develops with any device purchased through the framework, call our help desk on the number below. We may ask you to perform some basic troubleshooting that could get you back up and running immediately, but you should have the following information to hand:

- Serial number of the faulty unit
- Location of the faulty unit
- Description of the fault
- Contact Details

Call: 01727 201 850
Monday to Friday: 08:00 – 18:00
Visit: <https://xma.co.uk/contact/>
Email: hardwaresupport@xma.co.uk

These details should also be used to report any devices that are Dead On Arrival (DOA) i.e. they do not function as expected out of the box, within 30 days of delivery.

Standard Warranty Cover

The standard warranty cover offered is very similar across all the major vendors, although there are some small differences in terms of the length of service offered as standard. We aim to complete repairs within 7 business days, but this is subject to availability of parts and identification of intermittent failures. Enhanced offerings are available on all devices – please speak to your XMA account manager for more details.

What is covered by standard warranty?

Apple Devices

- Any hardware failure or defect under conditions of normal use during the 1-year life of the limited warranty or the additional 3-year life (total of 4 years) of the XMA extended warranty
- A battery which has depleted to less than 50% of its capacity
- Any manufacturer options or accessories sold as standard at the original point of sale, and which are specifically designed and authorised for the device under cover for the 1-year life of the limited warranty

Microsoft Devices

- Any hardware failure or defect under conditions of normal use during the 1-year life of the limited warranty
- A battery which has depleted to less than 50% of its capacity
- Any manufacturer options or accessories sold as standard at the original point of sale, and which are specifically designed and authorised for the device under cover

HP Devices

- Any hardware failure or defect under conditions of normal use during the 3-year life of the limited warranty
- A battery which has depleted to less than 50% of its capacity
- Any manufacturer options or accessories sold as standard at the original point of sale, and which are specifically designed and authorised for the device under cover

What is not covered by warranty?

- A battery that has a reduced capacity but still holding more than 50% of its charge
- Damage to the machine or lack of functionality caused by fluid or accidental damage
- Cosmetic damage
- Accessories, Software, and applications other than where exclusively supported by the manufacturer under their standard warranty
- **HP ONLY:** Defective media retention – an enhanced warranty service is offered for institutions that require to maintain device storage or have it securely destroyed

Ensure you have the most up-to-date framework buyer's guide by visiting the framework portal at: **<https://www.gov.scot/publications/web-based-and-proprietary-devices-framework/>**

If you have any questions relating to the framework, contact us via any of the framework team.