



Dream. Design. Deliver.

The Compugen Advantage

Microsoft Enhanced Warranty Repair +
Replacement Services for Surface Devices



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Microsoft Enhanced Warranty Repair and Replacement Services for Surface Devices

As an Authorized Service Provider for Microsoft, our technicians have undergone rigorous training to meet Microsoft's standards, so you are assured that your Surface devices receive top-quality repairs and replacements. Our Enhanced Surface Service Plans can be customized to suit your needs.

We know that every hour counts. Compugen's Next Business Day (NBD) on-site repair services enable maximum up-time with swift restoration of your device's functionality. We also maintain each device's personalized user experience, retaining stickers, skins, and software customizations.

Simple, Efficient, Convenient



- **Fast, Reliable Service**

Efficient repairs and replacements using only genuine Microsoft replacement parts. We can have you back up and running by the next business day, minimizing disruption to your productivity.

- **Exceptional Customer Experience**

From initial inquiries to post-service feedback, we are committed to providing you with a seamless experience.

- **In + Out-of-Warranty Coverage**

Our services have you covered with your 3 and 4-year in-warranty coverage plans that cover a wide range of issues, including hardware failures, display malfunctions, and more. We aim to provide comprehensive protection to ensure your Surface device operates smoothly.

- **Location Service Options**

If you need on-site assistance or prefer to ship your device to us, we can accommodate your needs.



Get an Ally in Your Technology Journey

Contact us today, and let's start building your customized plan.

ENHANCE YOUR SERVICE WITH COMPUGEN

Service Plan Comparison | Microsoft Surface

Warranty Item	Microsoft Extended Hardware Support Plus	Microsoft Complete for Business Plus	Compugen Enhanced NBD Onsite Service Plan	Compugen Enhanced NBD Onsite Service Plan + Accidental Damage Protection
Choice of 3- or 4-year term	●	●	●	●
Mechanical breakdown coverage	●	●	●	●
Software and hardware telephone support	●	●	●	●
Accidental Damage Protection		●		●
Next Business Day response	●	●	●	●
Onsite Repair or Replacement (Next Business Day) ¹			●	●
1% Spare Pool ²			●	●
Optional Out of Warranty Repair ³			●	●
Customizable Coverage Plans ⁴			●	●
Compugen Green for Good ⁵			●	●
Claim Sharing ⁶				

1. Replacement or Repair: Compugen will send a field technician to customer site for next business day to perform the requested repair or replacement on the defective device. Compugen uses genuine Microsoft parts for repair.
2. Compugen will maintain a 1% spare pool devices to use for advance exchange during the service call if the unit is unrepairable.
3. Compugen provides repair services for out-of-warranty Surface devices at an additional fee to client.
4. Compugen Next Business Day Onsite Warranty and Compugen Accidental Damage Protection can be customized to meet client's specific needs. Example of customization may include: 30- or 42-month warranty contract, Enhanced accidental screen repair coverage, Optional accessory coverage, etc.
5. All defective field-replaceable-unit (FRU) parts are recycled.