



TalkSwitch[®] Extended Warranties FAQs

Are Extended Warranties available from TalkSwitch?

Yes. Extended Warranties are available in the U.S. and Canada for TalkSwitch telephone systems. There are currently no Extended Warranties for other TalkSwitch products, such as telephones.

What is the duration of Extended Warranty coverage?

One, two or four years, to a maximum of six years from the date of purchase. All TalkSwitch systems come with a free one-year warranty, so the extended warranties add up to five years of warranty coverage.

Where can I buy an Extended Warranty?

From your Authorized TalkSwitch Reseller or directly from TalkSwitch.

Can I buy an Extended Warranty for a system I bought a long time ago?

Yes. Extended Warranties are available for any TalkSwitch VS model that is currently under warranty, whether on the standard one-year warranty or on an extended warranty, to a maximum of six years of coverage.

You must activate an Extended Warranty prior to the expiry of a system's current warranty.

Extended Warranties aren't available for older TalkSwitch models (48-CVA, 48-CA, 24-CA, 48-NLS, 24).

How do I activate an Extended Warranty?

TalkSwitch Extended Warranties are license-coded to ensure that your system's warranty status is accurately reflected in our records so we can serve you better. When you buy an Extended Warranty, you receive a license code. To activate the warranty, you visit a special web page (activation.talkswitch.com) and enter your license code, your System ID (from the TalkSwitch Management Software) and your TalkSwitch system serial number. You will then receive an activation key to enter into your TalkSwitch Management Software. Your system must be registered to activate the warranty.

Your software will show you the extended warranty on the Licensed Add-Ons page. Your warranty coverage will then continue for the specified amount of time after the current warranty expires.

Can I buy more than one Extended Warranty for a system?

Yes. You can buy additional Extended Warranties to extend your coverage up to six years from the date of the system purchase, as long as the system is under warranty coverage. It's cheaper, though, to buy longer-term warranties up front — a four-year warranty costs less than four one-year warranties, for example.

Are Extended Warranties transferrable?

Yes. The Extended Warranty is tied to its particular system in our records, so if you sell the system, the warranty goes with it.

What do Extended Warranties cover?

Extended Warranty coverage is identical to the coverage in the standard one-year warranty that all TalkSwitch systems come with. The coverage protects you from defects in the material or workmanship of the entire contents of your TalkSwitch system package, including the system itself, the power adapter, the serial cable and software CD. If any of these items are defective, TalkSwitch will replace them.

About TalkSwitch

TalkSwitch[®] designs and develops award-winning phone systems for small, multi-location and franchise businesses. Since its establishment in 1990, TalkSwitch has dedicated itself to developing PBXs and IP PBXs that tens of thousands of small businesses across North America rely on. With a growing global network of resellers, distributors and partners, TalkSwitch phones and phone systems are changing the way small businesses communicate.

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