
Thank you for purchasing the iStartSmart All-in-One Computer Solution.

Hatch includes a two-year limited warranty, initial on-site installation and training session, toll-free technical support and free online training.

Warranty Coverage

The warranty applies to any issue that is a defect of the product and does not cover any user induced damage (virus, misuse, abuse, theft, etc.) or Acts of God (electrical storms, floods, earthquakes, etc.). User-induced or Act of God issues will be repaired through our repair center as "out of warranty" and will incur charges at the current rate (unless the two-year Replacement Program Warranty was purchased).

Hatch supports the warranty of our products through our toll free Technical Support line at 800.624.7968 option 4. This support line is available at no charge for the lifetime of the product while it is operational in the classroom. If an item proves defective within the first 90 days, Hatch will replace the defective item with a new one for free. If a product is proven defective after 90 days and within the two-year warranty period, our Technical Support line is available to assist and diagnose any issues that you may encounter. Should Hatch not be able to correct the issue over the phone, we will repair or replace any Hatch component through our repair center at no charge during the warranty period.

Shipping is covered if product within the continental United States. If the product is outside of the continental United States, the customer is responsible for shipping charges. Warranty covers parts and repair only, not on-site service. If you require on-site assistance, Hatch can provide on-site service at an hourly rate. Once the warranty period has expired, Hatch's toll-free Technical Support is still available at no charge. Should an issue develop with a Hatch product that cannot be resolved over the phone, the product will be repaired through our service center. Parts, shipping and labor charges will apply for all out of warranty repairs.

Standard Warranty

The iStartSmart All-in-One computer solution by Hatch includes a two-year limited warranty that covers any defects in workmanship and materials.

- If an item proves defective within the first 90 days, Hatch will replace the defective item with a new one
- User-induced issues are not covered under the limited warranty
- User-induced issues include, but are not limited to: exposure to viruses/malware, electrical surges, improper use, abuse and neglect
- The two-year warranty does not cover theft, vandalism or Acts of Nature (flood, earthquake, etc.)
- Hatch also offers three or four-year warranties that must be purchased at the time of sale. If you would like to purchase an extended warranty, please contact your Hatch Sales representative

Extended Warranty

Hatch provides one and two-year warranty extensions that follow the same guidelines as the standard warranty, extending it by the specified time. This warranty can only be purchased at the time of sale.

Replacement Warranty

The iStartSmart All-in-One computer solution replacement warranty includes the same coverage as the standard warranty, but also covers up to two replacements per device for user-induced issues such as improper use, abuse or neglect.

- The replacement warranty does not cover theft, vandalism Acts of Nature (flood, earthquake, etc.)
- User must sign waiver that states that the HatchGuard Bumper was installed on the tablet at the time of damage
- Hatch must receive actual defective device before issuing a replacement, and the replacement warranty must be purchased at time of sale
- Replacement warranty begins at the time of invoice

Please keep all hardware packaging for the unit, should you ever have to send in for repair. There is a \$25 charge for new shipping materials.

Training and Professional Development

Hatch provides initial on-site installation and training to ensure the iStartSmart All-in-One computer solution is effectively implemented. To support our customers after the initial on-site implementation and instruction, Hatch provides free online product training. To access our online professional development options, please visit HatchEarlyLearning.com/Customer-Support/Hatch-Training.

Technical Support

Should an issue occur, you can find troubleshooting tips and Frequently Asked Questions on the Hatch website at HatchEarlyLearning.com/Customer-Support/Hatch-Tech-Support. You can also call our Technical Support team at 800.624.7968 option 4, OR request help using our web form found on the Technical Support webpage.

Hardware (Solution purchases)	
All-in-One Computer	2 years
Printer	2 years
Peripherals (Mice, Keyboards, printers, headphones, etc)	2 years
Desk	Lifetime
Software	
iStartSmart Software Package	2 years

Hatch Customer Care
800.624.7968 option 4
CustomerCare@HatchEarlyLearning.com
www.hatchearlylearning.com/customer-support/
Part#: ISSWAR

