CNA

Warranty

Equipment Maintenance Program

Simple choice. Powerful warranty coverage.

As today's organizations become more sophisticated, the importance of properly covering equipment becomes increasingly critical. To manage the post-warranty risk of equipment maintenance and repair, many organizations purchase individual service and maintenance contracts. While these service contracts extend the life of your original investments, they don't have to be purchased from the Original Equipment Manufacturer (OEM). You can rely on the simplicity of the CNA Equipment Maintenance Program.

The easy choice

The CNA Equipment Maintenance Program consolidates your equipment service contracts under one CNA maintenance agreement, offering one renewal and billing date, and consistent terms and conditions. The new program may save you 10–20% over purchasing individual OEM extended service contracts.

Experience the power of ONE

- **One** consolidated agreement to manage
- **One** billing date for better financial forecasting
- **One** online portal for easy access to service histories
- **One** number to call for all your maintenance and service needs

Trust the industry leaders

As one of the largest warranty and service contract insurers in the U.S., CNA has chosen Remi, an asset management program service provider, as our third party administrator. Remi has successfully administered equipment maintenance programs since 1998 and currently manages many state and federal programs.

A smooth implementation process

Meet with your agent and CNA sales representative to identify potential equipment

→

Submit your equipment service contracts to your agent and CNA sales representative

→

Receive a CNA proposal

→

Launch your CNA Equipment Maintenance Program

CNA Equipment Maintenance Program

Eligible Equipment Types

Security and Communication
Access control systems
Alarm systems
Audio/visual systems
Cameras
Card access systems
Pagers
Paging systems
Metal detectors
Security access systems
Telephone switches
Telephone systems
Two-way radios
Vaults and safes
Video surveillance systems
Voicemail systems

Information Technology
Archiving appliances
Backup systems
Data management systems
Laptops
Mainframes
Network devices
Network storage
PCs and peripherals
Servers
Uninterruptible power supply

Mailroom
Addressing systems
Barcoding equipment
Binding machines
Bursters/cutters
Collators/decollators
Conveyors
Inserter systems
Mail machines
Mail peripherals
Sorters

Financial and Point of Sale
Barcode scanners
Cash registers
Check scanners
Currency scanners
Currency sorters
Drive-up systems
Night depositories

Food Service
Bakery ovens
Electronic scales
Food packaging sealers
Printers/label makers
Meat saws
Meat slicers
Meat tenderizers
Mixers
Proof boxes
Refrigeration systems
Warmers
Wrappers

General Office
Automated filing systems
Collating machines
Dictation equipment
Endorsers
Fax machines
Microfiche
Micrographic cameras
Shredders
Time clocks
Word processing equipment

Law Enforcement
Breathalyzers
Defibrillators
Fingerprint systems
In-car video systems
Laptops

Plus an array of additional electronic equipment

You have a choice. We'll make it easy.

From the first call through the final payment, count on CNA to help service and maintain all of your equipment.

Option #1
Call the service center directly and we'll handle it
1. You call the service center toll free at 866-296-4847

2. Service center dispatches the appropriate service provider

3. Paperwork* is submitted to service center for payment

4. Administrator processes the request and sends a check to the service provider

Option #2
Notify your service provider
1. You contact your service provider directly

2. The service provider performs recommended service

3. You submit the service provider's paperwork* for payment

4. Administrator processes the request and sends a check to the service provider

*Paperwork refers to Service Provider Invoice and Field Service Report

For more information, please contact your CNA agent or broker or visit cna.com/warranty.