



Avkin Service Agreement

This document will provide you with detailed insights into Avkin's service agreement offerings. It aims to equip you with the necessary information to make an informed decision to determine the ideal service agreement. With Avkin you always get a real person on the phone. Our team is always ready to help.

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WELCOME

Welcome to Avkin! We are thrilled to introduce you to our exceptional service agreements designed to enhance your experience with our products. Our service agreements, AvCare and AvCare+, have been meticulously crafted to cater to your specific needs, providing you with a comprehensive suite of benefits.

At Avkin, we are committed to your satisfaction and quality. Avkin products are manufactured in the United States by our manufacturing team. Our service agreements are designed to go above and beyond, enabling you to maximize the benefits of our products while receiving exceptional support along the way.

Let's begin here.

Avkin provides two distinct service offerings, AvCare and AvCare+, tailored to cater to the unique requirements of their valued customers. Avkin sells wearable simulators that do require proper care and maintenance to maximize their lifespan. These comprehensive options are carefully crafted to empower customers in optimizing their product experience through a combination of educational resources, curriculum integration support, and reliable hardware coverage. Choose the coverage that best aligns with your needs and unlock the full potential of your Avkin product.

When you purchase a service agreement you are protecting the investment you have just made for your simulation center. Avkin has designed each of these agreements to maximize your integration process and lifespan of each product.



Offerings at a glance...



	Manufacturers (1 year)	AvCare (2 year)	AvCare+ (4 year)
Technical Support Plus: Unlimited Assistance for Seamless Simulator Operations.	✓	✓	✓
Software Updates: Stay Up-to-Date with the Latest Innovations.	✓	✓	✓
2 Complete Clinical Simulations: CHSE/-A Written Pre-Licensure Nursing Simulations.	✓	✓	✓
Parts and Labor: Comprehensive Support for Your Simulator Maintenance.	✓	✓	✓
Shipping Assurance: Seamless Delivery at No Additional Cost.	✓	✓	✓
Simulation Guru: Personal Meetings to Integrate Simulators into Curricula.	✗	✓	✓
Virtual Master Classes: Empowerment Courses Guiding You To Simulator Mastery.	✗	✓	✓
Inner Circle Access: Your Gateway to Premium Educational Content.	✗	✓	✓
Bi-Annual Performance Tune-Up: Maximizing Your Simulator's Potential.	✗	✓	✓
Priority Support: Your Fast-Track to Expert Assistance.	✗	✗	✓
Loyalty Discount: Your Reward for Long-Term Commitment to Avkin.	✗	✗	✓

Our Recommended Service Agreement

4 Year Coverage

1.

All the benefits from Avkin Guarantee.

2.

All the benefits from the AvCare Service Agreement.

3.

Priority Support: Your Fast-Track to Expert Assistance.*

4.

Loyalty Discount: Your Reward for Long-Term Commitment to Avkin. ^



What do I get with Priority Support?

Avkin's Priority Tech Support offers swift and expert assistance for all of your tech support needs. As a member of AvCare+, you gain priority access, and skip the line for tech support and bi annual performance tune-ups. Additionally, you receive exclusive discounts on repairs and missing parts, with a real people handling your ticket instead of automated systems. Expect a same-day response time for your requests. Upgrade your support experience with AvCare+ and enjoy the benefits of being a valued member. Give us a call, we have someone waiting.

What Is A Loyalty Discount?

Gain exclusive access to discounts on simulators, available only to AvCare+ members. After four years of premier coverage, seize the exciting opportunity to upgrade to the latest model with a 10% discount when you recycle your well loved simulator. Don't miss out on this exclusive offer—join AvCare+ today to secure remarkable savings and experience the advantages of being an AvCare+ member.

Our Getting Started Service Agreement

2 Year Coverage

1.

All the benefits from Avkin Guarantee.

2.

Simulation Guru: Personal Meetings to Integrate Simulators into Curricula.

3.

Virtual Master Classes: Empowerment Courses Guiding You To Simulator Mastery.

4.

Bi-Annual Performance Tune-Up: Maximizing Your Simulator's Potential.



What will my Simulation Guru Go over?

When you choose Avkin wearable simulators, you gain access to a dedicated simulation guru who will work closely with you to seamlessly integrate the simulators into your curriculum. They will ensure that you have the necessary tools, knowledge, and resources to make the most of your Avkin simulators.

What Will My Bi-Annual Performance Tune-Up include?

Your Avkin product will receive meticulous attention and care from a dedicated team member. They will conduct a thorough inspection, addressing any concerns or issues they find along the way. Each component that may be prone to future damage will be replaced or repaired to ensure optimal functionality. Finally, your product will be cleaned, leaving it looking rejuvenated and ready for simulation.

Our Guarantee Service Agreement

1 Year Coverage

1.

Technical Support Plus: Unlimited Assistance for Seamless Simulator Operations.

2.

2 Complete Clinical Simulations: CHSE/-A Written Pre-Licensure Nursing Simulations.

3.

Parts and Labor: Comprehensive Support for Your Simulator Maintenance.

4.

Shipping Assurance: Seamless Delivery at No Additional Cost.



Do you really mean no additional shipping cost?

Yes, rest assure that there are no additional shipping costs. We offer reliable standard shipping options to ensure the safe and timely delivery of your products. While expedited shipping is not currently available, we are dedicated to making our standard shipping efficient and prompt to get your order to you as soon as possible.



Avkin products are proudly made in the USA, reflecting our commitment to quality. Each product undergoes assembly and rigorous quality checks by our dedicated Avkin team before it leaves our warehouse. When you choose an Avkin product, you not only receive exceptional quality but also support the skilled individuals who invest their time in crafting them.

Key Terms

Technical Support Plus: Unlimited Assistance for Seamless Simulator Operation

Avkin was founded by Simulationists that understand the importance of having reliable and responsive technical support to ensure the smooth day to day operations. You gain access to our dedicated team of technical experts who are committed to providing you with prompt and effective assistance. Whether you have questions about setting up your simulators, troubleshooting technical issues, or need guidance on optimizing performance, our technical support team is here to help you every step of the way.

You have unlimited direct access to our technical experts with whatever platform works best for you, phone, email, or website form. We understand that time is of the essence, and our team is ready to provide timely solutions to keep your simulators up and running smoothly.

Software Updates: Seamlessly Stay Up-to-Date with the Latest Innovations

Our team of software specialists are committed to continuously improving our software providing you with the best possible user experience. With Avkin Software Assurance, you can enjoy the peace of mind that comes with knowing your simulator's software is always current and optimized. You receive regular software updates that include performance enhancements, bug fixes, and security patches. These updates are designed to address any known issues and ensure your simulator operates smoothly and efficiently.

Additionally, Avkin Software Assurance grants you exclusive access to new features and functionalities as soon they are released. Simply go into your app and hit update when prompted. After purchasing Avkin products you will always have access to the most up to date version of our app.

2 Complete Clinical Simulations: Building Excellence in Pre-Licensure Nursing

Avkin believes in supporting our products with Clinical Proficiency Simulations. Each wearable simulator comes with two undergraduate nursing simulations complete with facilitator, learner, and standardized patient section. Each interactive simulation provides realistic patient scenarios, enabling students to develop their clinical proficiency and critical thinking abilities.

During these simulations, students will encounter diverse patient populations, complex healthcare challenges, and realistic care settings. They will develop clinical decision-making, therapeutic communication skills, and learn interprofessional collaboration, fostering their ability to deliver safe and compassionate patient care. Avkin's Simulations empowers students to refine their clinical skills, build confidence, and excel in their future nursing careers.

Parts and Labor: Comprehensive Support for Your Simulator Maintenance

We understand the importance of having comprehensive support when it comes to maintaining your wearable simulator. Avkin provides both replacement parts and skilled labor to ensure your simulator is always in optimal condition. You can have peace of mind knowing that our dedicated team is here to support you every step of the way.

We are committed to delivering a seamless and worry-free experience, so you can continue to benefit from your Avkin simulator without interruption. Our tech support team is run by a former Sim Tech and is committed to customer satisfaction and fast turnaround times.

Shipping Assurance: Seamless Delivery at Zero Additional Cost

We understand that getting your Avkin products back in a timely manner is crucial to your satisfaction. That's why we proudly offer Avkin Shipping Assurance, a service that applies to all orders, in the continental US. We partner with trusted shipping carriers to ensure reliable and efficient delivery of your products, enabling you to embark on your simulator journey with peace of mind and no additional charges.

With Avkin Shipping Assurance, you can enjoy the convenience of having your Avkin products delivered directly to your doorstep without any unexpected shipping fees. Expedited shipping is not available under Avkin's Shipping Assurance.

AvCare

Simulation Guru: Seamlessly Integrating Simulators into Curricula.

Not a sensei but more of a Guru... when you sign up for AvCare you will receive a designated Simulation Specialist who is ready to help you with your journey to product integration. Your guru will be available to you for the first three months of integration. You will have the ability to set up virtual meetings or email during this time period.

Your Guru offers a wealth of practical strategies, innovative ideas, and curated resources to support the integration of simulators across various educational disciplines. Our mission is to empower educators with the tools and knowledge necessary to enhance learning outcomes and create engaging, experiential educational experiences.

Virtual Master Classes: Empowerment through Simulator Mastery. *AvCare*

Are you ready to forge your skills and master your Avkin simulator? With AvCare you will have access to exclusive virtual master classes empowering you with hands-on training and immersive learning experiences to get the most out of your wearable simulator. The participants in each class range from novice to expert but everyone will have something to gain from these courses focused on technical functions of your Avkin simulators.

Avkin's Virtual Master Classes offers a dynamic and engaging environment where you can participate in interactive workshops led by simulation experts. These workshops provide a unique opportunity to refine your simulator skills and elevate your proficiency to new heights. By joining AvCare you'll become part of a vibrant community of learners who share your passion for simulation training. Collaborate with peers, exchange insights, and gain valuable perspectives from fellow participants, fostering a network of support and knowledge-sharing.

Inner Circle Access: Your Gateway to Premium Content. *AvCare*

Are you ready to take your Avkin simulator experience to new heights? Get ready to unlock a world of exclusive content and unparalleled resources with Avkin's Inner Circle Access. Designed for avid Avkin users who crave more information on simulation and resources for standardized patients. This platform grants you access to a treasure trove of exclusive content not offered anywhere else. Sign on to watch webinars with our CHSE/-A educators, resources to promote your success, and blogs with useful tips and tricks to grow in your simulation knowledge.

Join Avcare now and open the doors to a realm of limitless possibilities. Experience the power of exclusive content and propel your Avkin simulator journey to extraordinary heights by maximizing your investment to ensure a smooth integration process.

Performance Tune-Up: Maximizing Your Simulator's Potential. *AvCare*

We understand the importance of keeping your simulator in peak condition for optimal performance. That's why we offer the Avkin Performance Tune-Up as a part of Avcare and AvCare+ service plan, it is a comprehensive maintenance service designed to ensure your simulator operates at its best year round. You are able to send your simulator into Avkin HQ bi annually to be fully serviced.

The Avkin Performance Tune-Up goes beyond a typical maintenance service. It's a holistic approach to enhancing your simulator's performance and longevity. Our expert technicians will conduct a thorough assessment, identify any potential issues, and implement proactive measures to keep your simulator running smoothly through the year.

Priority Support: Your Fast-Track to Expert Assistance. *AvCare+*

When it comes to technical support in the simulation industry, Avkin reigns supreme on a global scale. And if you're after a top-tier, premium level of support for your Avkin simulator, then AvCare+ is the solution you've been waiting for. Avkin's Priority Support is like having your very own Genie, just like the ones you find at Disney World! It's the VIP pass that lets you skip the line and enjoy a magical support experience.

By opting for Avkin Priority Support, you position yourself at the front of the line when it comes to managing incoming support tickets, preventative maintenance, and repairs. We understand that your time is valuable, and we want to ensure that your questions and concerns are addressed as quickly as possible. With Avkin Priority Support, you'll experience same day response times, minimizing any potential downtime and maximizing your productivity with the simulator.

Loyalty Discount: Your Reward for Long-Term Commitment. *AvCare+*

Avkin Loyalty Discount is our way of showing gratitude for your continued support and trust in our products. After four years of owning an Avkin simulator and being a part of AvCare+, you become eligible for the Avkin Loyalty Discount. This exclusive discount allows you to save 10% when upgrading to our latest and most innovative simulator. Whether it's enhanced features, improved performance, or expanded capabilities, the upgraded product represents the pinnacle of simulator technology, and now you can access it at a special discounted price. Terms and conditions apply.

Service Agreement Renewal Process

We understand that protecting your investment is essential. If you didn't purchase a warranty at the time of your product purchase, no worries! At the end of your first year, you have the opportunity to select the perfect service agreement for your needs.

- **AvCare:** This coverage extends for two additional years after the completion of the manufacturer's coverage. With AvCare, you can enjoy the benefits outlined in the accompanying document, ensuring your product is well taken care of throughout its lifespan.
- **AvCare+:** For even more comprehensive coverage, AvCare+ is the ideal choice. It extends for a total of four years after the completion of the manufacturer's coverage. With AvCare+, you receive the benefits detailed in the document, offering you enhanced support and protection.

If you initially purchased AvCare during the product purchase period, you have the option to renew it for an additional two years. Additionally, you can add AvCare+ for the remaining two years of coverage by paying an additional fee. This allows you to upgrade your coverage and enjoy the full benefits of AvCare+.

For those who already purchased AvCare+ during the product purchase, at the end of the service agreement period, renewal of AvCare+ is not available. However, we have an exciting trade-in offer for you! Take advantage of our exclusive 10% discount off the newest version of your product. It's a fantastic opportunity to stay up to date with the latest advancements while enjoying significant savings.

Terms and Conditions

APPENDIX 2: TERMS AND CONDITIONS

1. The term of the Selected Plan will begin from the original invoice date .
2. All services pertain only to the original device(s) purchased by the customer.
3. The Selected Plan will include hardware repair or replacement, telephone and email support, software updates and bug fixes, and free ground shipping of equipment for repairs or upgrades to Avkin should they be necessary. Gold and Platinum Plan members receive an annual maintenance session. Platinum Plan members receive additional integration meetings.
4. Avkin is not responsible for replacement of lost or stolen devices.

TERMS OF PLATINUM PLAN (4-YEAR CONTRACT)

1. At the end of the four-year term, Customer can request a quote and receive a 25% discount on the most current generation of their Avkin device. The original device must be returned to receive discount.
- Avkin may change terms and conditions at any time.

Shipping Assurance only applies to the continental US.

Avkin Service Agreements do not cover products from our partner companies such as KB Port, Innov2Learn, Isimulate Lifecast

The fetal heart monitor and baby with Avbirth
& the blood pressure cuff, thermometer, and pulse ox in the vital signs package.