

Nuance® Maintenance and Support for PowerMic III

Maintenance for PowerMic III Dictation Microphones:

A Nuance certified partner may offer a maintenance contract (minimum 1 year) for the PowerMic III. This maintenance contract must be purchased when ordering the equipment and cannot be purchased at a later date. The maintenance contract extends the 24 month warranty for the device equivalent to the term of the maintenance contract.

Return Material Authorisation (RMA) Process

Each PowerMic III has a serial number on the back of the device. If a PowerMic III is faulty, the Nuance certified partner can contact Nuance Order Management for a replacement. To get an RMA number it is necessary to submit the following information to the Nuance Order Management at: orderdesk.SR@nuance.com

- Customer name and address
- Error Description
- Order date
- Order number
- Serial number of the microphone
- Maintenance status to the microphone



Order management checks the request. If the PowerMic III is under warranty or under maintenance, the applicant will receive an email with instructions relevant to the return.

If the PowerMic III is outside of the 24 month warranty or there is no maintenance on the device, Nuance Order Management will notify the applicant and Nuance sales manager.

PowerMic III dictation microphones

- Nuance has a 24-month warranty for PowerMic III dictation microphones. If a device fails within 24 months of purchase, customers have the right to return the device to Nuance for a replacement device. The 24 months warranty only applies to equipment that has not been willfully tampered with or damaged.

 www.nuance.co.uk

 [@voice4health](https://twitter.com/voice4health)

About Nuance Communications, Inc.

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit: www.nuance.com/for-healthcare/emea and follow us on www.twitter.com/voice4health.