



Lingraphica Speech-Generating Device Warranty

Lifetime Remote Technology and Training Support

As the manufacturer of the Lingraphica Speech-Generating device, Lingraphica provides **free remote technical support** for all Speech-Generating Devices obtained from Lingraphica for the life of the device, to ensure that customers have a fully operational device for the primary purpose of functional communication.

Lingraphica's Customer Support team is available for technical support and assistance weekdays from 8:30 a.m. – 8:00 p.m. ET, Monday through Friday. Schedule a technical support appointment at your convenience by visiting www.aphasia.com/help.

If Customer Support determines that the device needs to be sent back to Lingraphica for repair, this warranty includes "in-house" repairs at no cost for a period of one year from the date of device ownership. After one year, Lingraphica may contact your insurance provider to determine whether it will cover the costs for in-house repairs. You may be responsible for costs not covered by your insurer for repairs including but not limited to labor, parts, accessories, and shipping. Below are estimated potential repair costs:

Repair Type	Estimated Cost Range
Broken/cracked screen	\$300 - \$525
Water damage	\$315 - \$425
Battery or charging issue	\$275 - \$425

The Customer Support representative will offer to send a loaner device to any customer with a device that needs to be returned to Lingraphica for repair.

Important Limitations

- Unlocked devices are under warranty for the device hardware and the Lingraphica software only. Installing additional features to a Lingraphica Speech-Generating Device could interfere with device operation and performance. Support for a device that contains additional features may involve a fee for services rendered, including the cost to ship the device. Contact Lingraphica Customer Support at 888-274-2742, Option 5, for additional information about service for an unlocked device.
- Lingraphica's Lifetime Warranty applies only to Speech-Generating Devices that have been received from Lingraphica. Contact Lingraphica Customer Service at 888-274-2742 for information about service for a Lingraphica Speech-Generating Device obtained through other sources (for example, a charitable donation from a support organization).
- This warranty may not apply to Lingraphica devices outside of the United States.
- The warranty does not cover theft or loss of a Lingraphica device. Please contact Lingraphica for more information regarding a lost or stolen device.

Schedule a Lingraphica Speech-Generating Device training appointment: aphasia.com/schedule-training