

Intec Assure

Ubiquiti Extended Warranty

Eligible products

Any Ubiquiti product purchased through Intec Micros.

Any Ubiquiti product purchased through an Official UK Ubiquiti distributor in the past 12 months, provided the product still has 30+ days of manufacturer warranty remaining.

What's available

UB/3/INT – 3-Year Advanced Replacement Warranty

UB/5/INT – 5-Year Advanced Replacement Warranty

Year	Covered by	Claim Process
Year 1	Ubiquiti	Submit claim via rma.ui.com/submit
Years 2-3	Intec (UB/3/INT)	Claim directly through Intec
Years 2-5	Intec (UB/5/INT)	Claim directly through Intec

How this differs from Ubiquiti's standard warranty

Ubiquiti's manufacturer warranty offers limited hardware replacement under their RMA process. Their service requires the faulty unit to be shipped back and inspected before a replacement is dispatched.

The Intec-exclusive extended warranty provides next business day replacement.

Next Business Day Replacement

- If a device develops a fault, Intec will ship a replacement unit the next working day - no waiting for the faulty product to be returned first.
- If an exact replacement is not available, a product as close in specification as possible will be provided.
- This drastically reduces downtime for customers and simplifies the support process for resellers.

To Extend coverage on past purchases

If you purchased Ubiquiti products elsewhere, you can still access Intec's warranty.

Simply provide:

- A proof of purchase invoice from an Official UK Ubiquiti Distributor
- End user/site details where the device is installed
- The serial number(s) of the device(s)
- The product must have at least 30 days of manufacturer warranty remaining

Why offer this to your customers?

- Faster support = happier customers and less downtime
- Stand out from competitors by offering true next-business-day service

- UK-based support and logistics you can rely on
- Provided through eCarePlus, Intec's trusted IT Maintenance brand

This is an ideal upsell opportunity and adds real long-term value to your customers' investment in Ubiquiti.

Contact your Intec Account Manager today