



+ Plus

Project+

Onsite+

Code+

Protect+

Deploy+

Protect⁺ Plus

How To Guide

Welcome to Protect+, your enhanced product warranty service from the Midwich Group

After purchasing a Protect+ warranty for your product, if you would like technical support or to claim on your warranty, please contact the 24x5 Plus Helpdesk where our engineers will be happy to help.

You will be asked to provide your contract number from your warranty certificate or alternatively the serial number of the product you need support on to validate your entitlement.

How to contact Plus

Protect+ Telephone numbers by region:

| | |
|-------------|---------------|
| Australia | 1300 555 069 |
| New Zealand | 0800 947 336 |
| Asia | +65 6950 5597 |

Email: plus.services@midwich.com.au

Claims & Support Website:
<https://support.midwich.com.au>



How To Access The Technical Support Helpdesk

Plus is the services division of the Midwich Group and our Protect+ service offers technical support through a 24 hour helpdesk in the working week (24x5).

Our engineers are based in Australia, New Zealand, United States and the UK and our service operates in English language only.

You can contact the helpdesk by phone, email and website portal. You will need your contract number or the serial number of your product when contacting us to validate your support agreement and start a support case.

Our engineers will provide support and guidance to work through the support case. In some circumstances we will refer to the manufacturer for escalation to resolve an issue.

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How to claim on your warranty

If you have encountered a hardware failure please contact the Plus helpdesk to make a claim for a replacement.

Your Protect+ warranty can provide an advanced replacement product, dispatched next business day from our “gold stock”. Gold stock is hardware reserved for warranty claims to replace a unit that has failed due to manufacturing defect or component failure. We hold gold stock in various locations globally therefore delivery times may vary.

To make a claim you will need your Protect+ or Mi Support contract number or the serial number of your product covered. Once validated, a support case will be created and we will send you a replacement product and organise to collect the faulty unit from site. We use reasonable endeavours to send the replacement product from our warehouse next business day. Please refer to our terms and conditions for full information.

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