

MSA+ Device Protection for LUNAR™ Connected Device

for End Users

MSA+ Device Protection Plan provides a safeguard against unexpected events on your LUNAR™ Connected Device—giving you peace of mind, and helping to improve uptime and efficiency of your fleet.



Peace of Mind Against the Unexpected

With the LUNAR device we promise the rugged durability you expect from MSA, but the work day can include risks and exposures beyond the standard device warranty. MSA+ Device Protection provides peace of mind that your fleet is protected from even the most unexpected events.



Improve Uptime & Efficiency

Tracking down lost gear, verifying claims of theft, and submitting loss reports can contribute to hours of lost productivity. MSA+ Device Protection covers both loss and/or theft up to two occurrences per device. Plus, replacements for loss incidents come next day to help reduce costly downtime.

How Does it Work?

1. Within 30 days of signing up for a LUNAR subscription through MSA+, customers can add device protection to any subscription level. Pricing is per unit, per contract period.
2. Should an event occur while covered under a device protection plan, simply contact Customer Service. This will start the repair process or, in the case of theft or loss, will begin the replacement process immediately. **Customer Service: 1-800-672-2222**



WHEN YOU GO IN, WE GO IN WITH YOU.

Coverage	Standard LUNAR Device Warranty	MSA+ Device Protection
“Acts of God”		
Damage from Fire / Extreme Heat / Explosion		✓(2X)
Damage from Water Spray / Submersion / Flood		✓(2X)
Damage from Extreme Drop		✓(2X)
Damage from Accidental Vehicle Roll-Over		✓(2X)
Theft & Loss (<i>forcible entry into facility or vehicle</i>)		✓(2X)
Negligent Use		
Abraided TIC Lens Repair		✓
Damaged TIC Lens Repair		✓
Abraided Screen Repair		✓
Damaged Screen Repair		✓
Damaged Piezo Replacement		✓
Damaged Battery or Terminals Replacement		✓
Damaged Front Housing Replacement		
Damaged Display Replacement		✓
Damaged Quick Disconnect Swivel Replacement		✓
Damaged TIC Replacement		✓
Damaged Cellular Antenna Replacement		✓
Always Under Warranty Coverage		
Mechanical Defects & Poor Workmanship Quality	✓	✓
Faulty Lens Replacement	✓	✓
Depleted Battery Capacity Replacement (<70%)	✓	✓
Faulty Front Housing with Display Window	✓	✓
Faulty Piezo Replacement	✓	✓
Faulty Display Replacement	✓	✓
Faulty Quick Disconnect Swivel Replacement	✓	✓
Faulty TIC Replacement	✓	✓
Faulty Cellular Antenna	✓	✓
Faulty Horn Replacement	✓	✓
Faulty Cellular Antenna	✓	✓
Swap Device (if MSA repair LT >5days time in-transit excluded)		✓



Note: This Bulletin contains only a general description of the products shown. While product uses and performance capabilities are generally described, the products shall not, under any circumstances, be used by untrained or unqualified individuals. The products shall not be used until the product instructions/user manual, which contains detailed information concerning the proper use and care of the products, including any warnings or cautions, have been thoroughly read and understood. Specifications are subject to change without prior notice. MSA is a registered trademark of MSA Technology, LLC in the US, Europe, and other Countries. For all other trademarks visit <https://us.msasafety.com/Trademarks>.

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