

## Service Paket Protect

Joachim Ulbrich - 2025-07-14 - [Product support](#)

With the Service Package Protect, you receive comprehensive protection that goes beyond the manufacturer's warranty. Your device is covered throughout the entire leasing period – whether due to mechanical damage or loss through theft. As the legal owner of the protected device, the leasing company releases you from liability.

□ To find out which device types are covered by the Service Package Protect, please refer to our page: [Für welche Geräte gilt das Service Paket Protect?](#)

### **Covered incidents include:**

- Operating errors
- Accidental damage
- Theft\*
- Burglary\*
- Negligence
- Design, material, or manufacturing defects
- Water or moisture damage
- Robbery\*
- Looting\*
- Overvoltage, induction, short circuit
- Fire, lightning strike, explosion or implosion
- Sabotage\*
- Vandalism\*
- Natural disasters

### **In addition, the following Smart Support services are included:**

- Hotline service with application support
- Prioritized email support

- Fast-lane repair & service
- Priority shipping for faster device replacement in case of damage
- Full handling of damage claims with the leasing provider (coordination of cost estimates and subsequent settlement)

Smart Support takes care of the entire process for you and ensures that your device is quickly and easily ready for use again.

How to reach Smart Support GmbH:

□ <https://dedicom.smartsupport.de>

□ 040 790 291 919 80

□ [hallo@smartsupport.de](mailto:hallo@smartsupport.de)

*\* In the event of (partial) theft, robbery, embezzlement, vandalism, burglary, or other damages caused by third-party intent, a police report must be filed within 48 hours of becoming aware of the incident to ensure proper processing.*