

Panasonic
CONNECT

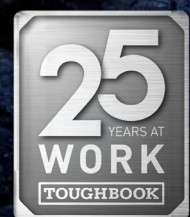
TOUGHBOOK



Panasonic ProTect Warranty & Services

TOUGHBOOK devices are durable and built to last. But sometimes accidents can happen.

Give your TOUGHBOOK devices the protection they deserve with our range of ProTect Warranties & Advanced Service options.



Panasonic ProTect Warranty & Services

Panasonic TOUGHBOOK devices have the industry's lowest failure rates but when something out of the ordinary happens which renders your device out of action, consider the impact to your business.

With our range of optional ProTect warranties and advanced service offers, you can help minimise the disruption to your workforce, reduce unforeseen repair and recovery costs, and have added peace of mind in the event of device malfunction.

Superior Service

Not only does ProTect provide a high level of protection for your devices, but our local after sales service team is second to none, ensuring you experience minimal downtime so you can get back up and running as soon as possible.

If your business is mission critical then so is our support team. Feel reassured with priority access to our Australian based call centre who will work alongside your team every step of the way to help resolve any issues encountered.

Standard & Extended Cover

All Panasonic TOUGHBOOK devices come with a 3 year standard warranty, but from time to time you may need more.

Panasonic's Extended Warranty cover provides an additional 1 or 2 years of warranty, helping you to minimise repair costs and maximise the life cycle of your TOUGHBOOK.

On-Site Service

Don't let device downtime slow you down. Our skilled technicians can come directly to your location, saving you time and money by eliminating the need to transport your devices back to a repair centre. We offer a range of services, including maintenance, repairs, and upgrades, ensuring that your TOUGHBOOK is running at peak performance.

ProTect Rapid Response

Our TOUGHBOOK devices are made to be mission critical, and so is our ProTect Rapid Response service. Rapid Response is an advance-swap style device exchange combined with a range of support options*¹ designed specifically for those businesses who cannot afford downtime due to interruptions caused by device repairs. When additional speed is crucial, our team can have fully functional devices dispatched from our service centre to your team within the next business day.

ProTect Accidental Damage

Panasonic's ProTect Accidental Damage Service provides protection against those unforeseen accidents while devices are out in the field which sit outside of traditional warranty repairs. Devices are covered for 3 years*¹ and can be extended up to a maximum of 5 years, providing you and your workforce with complete peace of mind.

Capped Price Servicing

Choose our capped price servicing solutions and experience the peace of mind that comes with transparent and affordable non-warranty servicing. Our experienced technicians use only genuine parts and the latest diagnostic tools to ensure that your TOUGHBOOK is kept in best shape.

FEATURE OVERVIEW

	STANDARD WARRANTY	RAPID RESPONSE SERVICE	ACCIDENTAL DAMAGE SERVICE
Support Cover	- 3 years (standard) - Additional 1 or 2 years (optional)	- 3 years (standard) - Additional 1 or 2 years (optional)	- 3 years (standard) - Additional 1 or 2 years (optional)
Priority On Shore B2B Call Center Access	Standard	Priority	Priority
Accidental Damage Coverage	x	x	Included
Rapid Replacement Advanced Exchange	x	Included	Optional (with RRS)
Priority Dispatch	x	Next business day	Optional (with RRS)
Firmware updates	Online	Online	Online
OS Security updates	Online	Online	Online

Custom Cover

We understand that each business is unique and your warranty requirements may need to be more specific. Panasonic's professional services team can design custom support and services tailored for the unique demands of your business.

Ask us about our additional services such as the Smart Battery cover which combines the power of smart battery technology, specialised device management tools, and rapid battery replacement to keep your devices running at peak performance.

A complete copy of our warranty terms and conditions can found on our website or be requested separately. For any enquiries regarding additional information please contact us.

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