



EXTENDED WARRANTY

All Panasonic Toughbook and Toughpad devices come with a 3 year standard warranty.

Panasonic's Extended Warranty provides an additional two years of warranty, helping you to minimise repair costs and maximise the life cycle of your Toughbook or Toughpad.

Continue to access **World-class service** with your Extended Warranty:

- Comprehensive cover for hardware failures
- Minimise potential repair and recovery costs
- Maximise the life cycle of your device
- Reduce workforce downtime and device outages
- Investment protection and peace of mind

| SKU | DESCRIPTION |
|------------|-----------------------------------|
| CF-EXW4YTB | 4 Year Cover (Toughbook products) |
| CF-EXW5YTB | 5 Year Cover (Toughbook products) |
| FZ-EXW4YTP | 4 Year Cover (Toughpad products) |
| FZ-EXW5YTP | 5 Year Cover (Toughpad products) |



TOUGHBOOK

TOUGHPAD



PROSERVICES

| FULL WARRANTY PLAN COVERAGE | Standard (3 year plan) | Standard Extended (5 year plan) | Accidental Damage (3 year plan) | Accidental Damage (5 year plan) |
|--|---------------------------|------------------------------------|------------------------------------|------------------------------------|
| Manufacturer defects | ★ | ★ | ★ | ★ |
| Full manufacturer driver updates | ★ | ★ | ★ | ★ |
| All materials, parts and labour | ★ | ★ | ★ | ★ |
| Battery breakages (1 year) | | | ★ | ★ |
| Comprehensive coverage for accidental breakage | | | ★ | ★ |
| 5 year service plan | | ★ | | ★ |
| 3 year service plan | ★ | | ★ | |

ADDITIONAL WARRANTY INFORMATION

Extended Warranty must be purchased at point of sale.

All systems components are covered but accessories, batteries, consumables, optional extras etc are not included. A full list of model numbers and serial numbers must be submitted to Panasonic when purchasing this Extended Warranty.

This warranty covers failures due to defects in materials or workmanship that occur during normal use. It does not cover damage which occurs in shipment, failure caused by software or virus issues, operating system or application corruptions, products not supplied by Panasonic or failures that result from installation, alteration, accident, misuse, introduction of liquid or other foreign matter into the unit, damage that is attributable to acts of God, abuse or neglect. Additionally, improper maintenance, modification or service by anyone other than a Panasonic Service Centre or Panasonic Authorised Service Partner will render the warranty void.

For full terms and conditions please visit

business.panasonic.com.my/computer-product/protect

WARRANTY PROCEDURE

1. If there is a claim and the Toughbook/Toughpad is faulty, please contact the Panasonic Helpdesk (proservices@sg.panasonic.com).
2. For service under Extended Warranty, customers must provide the Panasonic Helpdesk with the company details and the full model and serial number of the device.
3. The Panasonic Helpdesk will issue a repair reference number (RMA Number) for claimant to return the device to Panasonic Service Centre or Panasonic Authorised Service Partner.
4. A claim for a repair under Extended Warranty will be subject to an inspection of the device by a member of the Panasonic Service Centre (for further information, please refer to the terms and conditions available at business.panasonic.com.my/computer-product/protect).
5. The device will be repaired at the Panasonic Service Centre or Panasonic Authorised Service Partner and returned after completion.*

Contact the Panasonic Helpdesk at
proservices@sg.panasonic.com

TOUGHBOOK

TOUGHPAD



PROSERVICES

*Please note logistics cost are chargeable.