

Panasonic



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
- 96 hour repair turnaround commitment*
- Reduce workforce downtime and device outages
- Multilingual helpdesk
- Investment protection and peace of mind
- Maximise the life cycle of your device

SKU	DESCRIPTION
CF-LESPMXEW5	Extended Warranty from 3 to 5 years (CF-MX4 only)
CF-LESPEW5	Extended Warranty from 3 to 5 years (All other Toughbook products)
FZ-LESPEW5	Extended Warranty from 3 to 5 years (Toughpad products)
UT-LESPEW5	Extended Warranty from 3 to 5 years (FZ-Y1 only)



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	★	★	★	★
96 hour repair turnaround time (includes transit) ¹	★	★	★	★
Multilingual helpdesk ²	★	★	★	★
HDD/SSD warranty	★	★	★	★
Advance device replacement ³	★	★	★	★
Hot swap buffer replacement ³	★	★	★	★
Defined helpdesk response time ⁴	★	★	★	★
Battery breakages (1 year)			★	★
Comprehensive coverage for accidental breakage			★	★
5 year service plan		★		★
Multi year discount ⁵		★		★
3 year service plan	★		★	

¹Best effort endeavour with 90% success

⁴Calls answered within 7 rings and emails within 1 hour

²Available 08.00 – 18.00 CET

⁵Discounts available at point of purchase

³Available on request and subject to commercials

ADDITIONAL WARRANTY INFORMATION

Extended Warranty can be purchased at point of sale or before the standard warranty period expires.

All system 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, failures 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 a Panasonic Authorised Service Partner will render the warranty void.

For full terms and conditions please visit www.toughbook.eu/proservices

WARRANTY PROCEDURE

01. If there is a claim and the Toughbook/Toughpad is faulty, please contact the Panasonic Helpdesk (toughbooksupport@eu.panasonic.com).
02. 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.
03. The Panasonic Helpdesk will issue a repair reference number (RMA Number) and arrange the collection of the device.
04. 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 www.toughbook.eu/proservices).
05. The device will be repaired at the Panasonic Service Centre and after completion returned via the Panasonic courier within 96 hours.*

Contact the Panasonic Helpdesk at
toughbooksupport@eu.panasonic.com

TOUGHBOOK

TOUGHPAD



PROSERVICES

*Best effort endeavour with 90% success. Please note shipments outside the EU are chargeable.