

Toughbook Protection Plus Warranty

This warranty enhances the three-year Standard Warranty by providing additional coverage.

Overview

Panasonics Protection Plus is designed to compliment the standard three-year limited warranty. It provides an Extra Protection service that extends warranty coverage to include damage that occurs due to accidental dropping, exposure to environmental conditions, and other normally excluded incidents that are not caused by intentional actions. All system components, including the LCD screen, are covered under this program which was designed to provide added protection for users that experience heavy travel or work in harsh environmental conditions.

Business Challenges & Issues

- Laptops in the field are more susceptible to drops and spills
- Laptops used outside the office are exposed more often to hazardous environments
- Out-of-Warranty repair costs can slow down the return of the unit and also be very expensive
- Customers want to reduce the time associated with repairs and expedite service by eliminating the hassles of dealing with in-warranty and out-of-warranty issues

Service Description

This service provides customers with added peace of mind. It covers all repairs that result from an accident during regular use. Items not covered include damage from intentional acts, fire, loss, theft, normal wear (cosmetic) not affecting functionality, improper maintenance, modification by anyone other than a Panasonic Factory Service Center or authorized Panasonic Service Provider, or damage that is attributable to acts of God. Protection Plus must be purchased as part of the original sale from a Panasonic representative. All system components, including LCD, are covered under the program. External devices are covered at an additional cost. A complete list of the model and serial numbers is required to be supplied to Panasonic before any service can be rendered. Under this service, if repairing a unit is impossible, Panasonic will replace the unit with a model of equal or greater value.

Service Procedures

- If there is an accident and one of your Toughbooks is damaged, contact the Panasonic technical support hotline at 1-800-LAPTOP5.
- For service under this contract, customers must provide the Panasonic Representative with company name and the unit serial number.
- The warranty information will be verified by the Panasonic Representative and the customer will be given instructions on the process for obtaining service and shipping information.
- All units repaired under the Protection Plus Warranty also receive shipping to and from the Panasonic National Service Center (PNSC) at no cost.

Maximum Benefit

Panasonic reserves the right to impose a maximum benefit that will be awarded under this contract. The maximum benefit will be limited to one major failure per unit, per year (LCD, keyboard, hard drive, and motherboard).

Pricing Information

The pricing is valid only when purchased as part of the original Toughbook sale. Should Toughbook Protection Plus be requested after the purchase of the original units, Panasonic will review each request on a case-by-case basis. If the request is accepted, the price is subject to change.

***The pricing for four and five year Toughbook Protection Plus Warranties also includes an additional one or two year extension of the Standard Warranty.*

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