

EXTENDED BATTERY WARRANTY

Ensure your Toughbook and Toughpad devices continue to perform at their best.

Panasonic's Extended Battery Damage Warranty provides protection against battery failure for up to 5 years, maintaining performance beyond the standard 1 year coverage.

Enhance device performance with your Extended Damage Warranty:

- Replacement of batteries that drop below 50% capacity during normal use
- Maintain workforce performance and productivity levels
- Reduce administrative costs associated with battery replacements
- Reduce downtime with a fast 48 hour repair service*
- Maximize your device lifespan

Product Code **Service**

EX3YBATT	Extended Warranty - Battery - 3 Year Coverage
EX4YBATT	Extended Warranty - Battery - 4 Year Coverage
EX5YBATT	Extended Warranty - Battery - 5 Year Coverage



FULL WARRANTY PLAN
COVERAGE

	Standard (3 year plan)	Standard Extended (4 or 5 year plan)	Accidental Damage (3 year plan)	Accidental Damage (4 or 5 year plan)
Manufacturer defects	X	X	X	X
Full Manufacturer driver updates	X	X	X	X
All materials, parts and labour	X	X	X	X
48 hour repair turnaround time (includes transit) ¹	X	X	X	X
Bilingual helpdesk ²	X	X	X	X
HDD/SSD warranty	X	X	X	X
Advance device replacement ³	X	X	X	X
Hot swap buffer replacement ³	X	X	X	X
Defined helpdesk response time	X	X	X	X
Battery breakages (1 year)			X	X
Comprehensive coverage for accidental breakage			X	X
4 or 5 year service plan		X		X
Multi year discount ⁴		X		X
3 year service plan	X		X	

¹Best effort endeavour with 90% success. Door to door pickup where applicable.
²Available 08.00 – 20.00 EST in French and English
³Available on request
⁴Discounts available at point of purchase

Additional Warranty Information

With this warranty, the user will receive a replacement battery when they call the Panasonic Service Centre.

The battery capacity has to drop below 50% in order to make a claim. Toughbook and Toughpad devices covered under this service are eligible to receive up to one battery per year for the duration of the extended warranty period. This warranty requires the model number and serial number be submitted at the time of purchase.

This warranty does not cover damage that occurs in shipment or failures that are caused by products not supplied by Panasonic, or failures that result from alteration, accident, misuse, introduction of liquid or other foreign matter into the unit, abuse, neglect, installation, improper maintenance, modification or service by anyone other than our Panasonic Service Centre or a Panasonic Authorized Service Partner or damage that is attributable to acts of God.

Warranty Procedure

01. If there is a claim and the battery does not charge above 50%, please contact the Panasonic Helpdesk (notebooks@ca.panasonic.com).
02. For service under this contract, customers must provide the Panasonic Helpdesk with the company details and the full model and serial number of the device in which the battery is being used.
03. The Panasonic Helpdesk will issue a repair reference number (SRA Number) and arrange the collection of the device.
04. A claim for an exchange of the battery under warranty is subject to an inspection and confirmation of the battery's capacity from the Panasonic Service Centre.
05. The battery will be exchanged at the Panasonic Service Centre (if the capacity below 50% has been confirmed) and shipped via the Panasonic courier within 48 hours.*



Contact the Panasonic Helpdesk at
1-800-668-8386
notebooks@ca.panasonic.com

