



## EXTENDED WARRANTY

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

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

### Continue to access world-class service with your Extended Warranty:

- Comprehensive cover for hardware failures
- 48 hour repair turnaround commitment\*
- Bilingual helpdesk (French & English)
- Maximize the life cycle of your device
- Minimize potential repair and recovery costs
- Reduce workforce downtime and device outages
- Investment protection and peace of mind



Product Code	Service
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EX1	Extended Warranty from 3 - 4 Years
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EX 2	Extended Warranty from 3 - 5 Years
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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) <sup>1</sup>	X	X	X	X
Bilingual helpdesk <sup>2</sup>	X	X	X	X
HDD/SSD warranty	X	X	X	X
Advance device replacement <sup>3</sup>	X	X	X	X
Hot swap buffer replacement <sup>3</sup>	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 <sup>4</sup>		X		X
3 year service plan	X		X	

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

### 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, and 3rd party accessories are not included. A full list of model numbers and serial numbers must be submitted to Panasonic when purchasing this Extended Warranty. It does not cover damage which occurs shipment.\*\*

A full explanation of the terms and conditions for our limited warranty is contained in the owners manual provided with every Toughbook and Toughpad device.

### Warranty Procedure

01. If there is a claim and the Toughbook/Toughpad is faulty, please contact the Panasonic Helpdesk (notebooks@ca.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 (SRA Number) and arrange the collection of the device.
04. A claim for all repairs will be subject to an inspection of the device by a member of the Panasonic Service Centre.
05. The device will be repaired at the Panasonic Service Centre and after completion returned via the Panasonic courier within 48 hours.\*



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

