



HARD DRIVE WARRANTY

Maximum protection for sensitive data on your Toughbook and Toughpad devices.

Panasonic's Hard Drive Warranty allows you to keep your original hard drive in the event of a replacement being required, or in the event that your device needs to be sent for repair, ensuring the security of your sensitive data.

Improve data protection with your Hard Drive Warranty:

- Simplify the technical support process for your organization's users when they need a replacement hard drive
- Maintain workforce performance and productivity levels
- Minimize out-of-warranty repair charges and eliminate administrative costs associated with managing hard drive replacements for your users
- Reduce downtime with a fast 48 hour repair service*
- Maximize your device lifespan

Product Code	Service
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EX3YHDD	SSD/HDD Warranty - keep defective drive (Years 1, 2 & 3)
EX4YHDD	SSD/HDD Warranty - keep defective drive (Years 1, 2, 3 & 4)
EX5YHDD	SSD/HDD Warranty - keep defective drive (Years 1, 2, 3, 4, & 5)



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 09.00 – 20.00 EST in French and English
³Available on request
⁴Discounts available at point of purchase

Additional Warranty Information

Upon contacting the Panasonic Service Centre...

A representative will identify any issues impacting the operation of the user's hard drive and organize for a replacement hard drive to be shipped free of charge. Toughbook and Toughpad devices covered under this warranty are eligible to claim up to 5% of an organization's total number of Toughbooks per year in replacement hard drives. If the number of replaced hard drives exceeds 5%, Panasonic reserves the right to investigate the reason for the failures.

If the issue is not resolved by installing the replacement hard drive, the device will need to be sent to the Panasonic Service Centre for repair. The replacement hard drive (which was not the cause of the fault) must also be returned to the Panasonic Service Centre to prevent your organization from being invoiced for the replacement hard drive. The original hard drive can be retained by the user under this warranty. In-warranty repairs on any item other than the hard drive are covered by Panasonic's Standard Warranty.

Warranty Procedure

01. If there is a claim and the HDD (or SSD) is faulty, 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.
03. After the warranty information has been verified by our helpdesk, a replacement HDD (or SSD) will be sent directly via Panasonic's courier to the address provided to the helpdesk.
04. Please note shipments outside Canada are chargeable.



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