



EXTENDED WARRANTY

All Panasonic TOUGHBOOK 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.

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

- Comprehensive cover for hardware failures
- 96 hour repair turnaround commitment*
- Multilingual helpdesk
- Maximise the life cycle of your device
- Minimise potential repair and recovery costs
- Reduce workforce downtime and device outages
- Investment protection and peace of mind



SKU	DESCRIPTION
CF-LESPEW4	Extended Warranty from 3 to 4 years (Notebooks)
CF-LESPEW5	Extended Warranty from 3 to 5 years (Notebooks)
FZ-LESPEW4	Extended Warranty from 3 to 4 years (Tablets)
FZ-LESPEW5	Extended Warranty from 3 to 5 years (Tablets)
HH-LESPEW4	Extended Warranty from 3 to 4 years (Handhelds)
HH-LESPEW5	Extended Warranty from 3 to 5 years (Handhelds)



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	★	★	★	★
Rapid Replacement Service ³	★	★	★	★
Defined helpdesk response time ⁴	★	★	★	★
Battery breakages (1 year)			★	★
Comprehensive coverage for accidental breakage			★	★
Online Self-Service Warranty & Repair Portal	★	★	★	★
Multi year discount ⁵		★		★

¹ Best effort endeavour with 90% success

⁴ Calls answered within 7 rings and emails within 1 hour

² Available 08.00 – 18.00 CET

³ Available on request and subject to commercials

⁵ 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 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](https://toughbook.eu/proservices)

WARRANTY PROCEDURE

01. If there is a claim and the TOUGHBOOK is faulty, please contact the Panasonic Helpdesk (<https://toughbook.custhelp.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

<https://toughbook.custhelp.com>

TOUGHBOOK



PROSERVICES

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