

Panasonic
BUSINESS

TOUGHBOOK MANUAL SERVICE, WARRANTY & REPAIR



SEPTEMBER 2017

TOUGHBOOK

TOUGHPAD

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INTRODUCTION

Foundation

Panasonic has been providing great products and service to Australians since 1962. Panasonic Australia Pty Ltd was founded in 1978.

Overview

This document describes the standard service level provided by Panasonic Australia (“PAU”) to the Toughbook Customer. All processes and procedures are explained in order to provide a guide for the interactions between PAU and the Customer.

Goal

PAU will provide warranty services and support to all Panasonic Toughbooks sold within Australia, based upon the Standard warranty agreement. Warranty services will be provided by PAU’s Authorised Service Partner and their affiliates (“ASP”).

Authorised Service Partner Facilities & Function

Logistics

Our ASP team is dedicated to receiving and sending Toughbooks in a safe and controlled way using our experienced and trusted logistics partner.

Warehousing

Both PAU and our ASP hold a wide range of spare parts that allows us to target a reasonably quick turnaround time for repairs.

Office

Dealing with all aspects of the administration and Customer Care, ASP will be your escalation point to facilitate your repairs.

Workshop

Our ASP’s team of engineers and technical specialists are capable of diagnosing and repairing a wide range of faults and defects in our complete range of Toughbooks. They receive intensive training on all the technologies used in Panasonic Toughbooks.

Sales Engineers

Our trained sales engineers will ensure that the service is completed professionally.



CONTACT INFORMATION

Panasonic Head Office

Panasonic Australia

Address: 1 Innovation Road
Macquarie Park NSW 2113
Australia
Telephone: +61 (0)2 9491-7400
Fax: +61 (0)2 9491-7450
Web General:
<http://www.panasonic.com/au/home/>

Panasonic System Solutions Oceania

BSG Customers Support
Toll Free: 1300 859 049
Email: bsgdealersupport@au.panasonic.com
Web Toughbook:
<http://www.panasonic.com/au/business/computers-tablets-and-pos.html>

Toughbook Authorised Service Partner

Panasmart

Address: Unit 5, 62-66 Newton Road
Wetherill Park NSW 2164
Australia
Telephone: +61 (0)2 9733-3790
Toll Free: 1300 132 463
Fax: +61 (0)2 9756-6447
Email: service@panasmart.com.au
Web General:
<http://panasmart.com.au/>
Repair eLog:
<http://panasmart.com.au/service/>



SPARE PARTS

Sales of Spare Parts

Panasonic has authorised Panasmart our national authorised Toughbook Service Partner to sell some parts in certain circumstances taking into consideration the warranty status of the Toughbook/Toughpad.

All parts must be purchased through Panasmart and will be subject to Panasmarts terms and the following conditions.

Conditions

1. Units still **within** the Panasonic Warranty Term.
 - a. In warranty repairs
 - i. No Sale of spare parts. Repairs must be carried out by Panasmart.
 - ii. Please visit: <http://panasmart.com.au/service/> to arrange service.
 - b. Out of warranty repair (E.g. Physical damage)
 - i. Panasonic will only authorise the sale of non-electrical/electronic components and parts that can be fitted without dismantling the unit. Such as port covers etc. (or at Panasonic's discretion.)
 - ii. Any fault or damage caused to the unit whilst fitting the replacement parts will be considered out of warranty. Any subsequent repair to be carried out by Panasmart will be chargeable.

2. Units **outside** the Panasonic Warranty Term. (I.e. a device 4-6 years old)
 - a. Panasonic will authorise the sale of all components and parts.
 - iii. Any fault or damage caused to the unit whilst fitting the replacement parts will be considered out of warranty. Any subsequent repair to be carried out by Panasmart will be chargeable.

To purchase spare parts please contact Panasmart our national authorised Toughbook Service Partner.



WARRANTY AND REPAIR

Standard Warranty Overview

The following are covered for manufacturing defect only.
Please refer to the full Warranty Terms and Conditions available on the Panasonic Australia web site.

<h2 style="text-align: center;">TOUGHBOOK</h2> <p style="text-align: center;">(Pre-installed or as packed in the original box at delivery)</p>		
Panasonic Toughbook	Fully Rugged	3 Years
	Semi Rugged	
	Business Rugged	
	Tablet/Hand Held	
	Desk top & Vehicle Docks	
Factory installed Components (mechanical & electrical)	Internal drives, Display, HDD, Connectors, Ports, Standard Keyboard, Touchpad, Touch Screen, Modem, Optical Drives, AC Adaptors, Main board/Processor, Circuit Boards, Speakers	3 Years
Accessories	Stylus	1 Year
	Battery*	1 Year
Consumables	LCD Protective Film	6 Months
<h2 style="text-align: center;">ACCESSORIES</h2> <p style="text-align: center;">(Delivered separate to original box or on separate order)</p>		
Car chargers	1 year	
Battery chargers		
Port replicators		
Cradles/Docks		
External / Internal drives		
Cables		
Additional AC adaptors or media bay devices		
Additional Memory modules (after sales purchase of the Toughbook)		
Additional Pens/Stylus		
<h2 style="text-align: center;">CONSUMABLES</h2> <p style="text-align: center;">(Delivered separate to original box or on separate order)</p>		
Additional Batteries*	6 Months	
LCD Protective Film		
Other consumables		

*A battery is considered good if it maintains 50% of its charge capacity during the warranty period. If a battery is returned under warranty and testing determines that it has a charge capacity greater than or equal to 50%, then the battery will be deemed to be operating within its specification and will not be replaced under warranty.



Service Parts Availability & Continuity

Panasonic will maintain service parts to a level to ensure continuity of service for reasonable usage terms, which is normally not less than 5 years from the last sale date.

Warranty Conditions

The warranty begins on the day of invoice to the customer (End User), verified through the Model and Serial numbers. Proof of purchase may be required.

Warranty claims must be reported immediately following the discovery of the fault to the Panasonic ASP.

Collect and Return Warranty

The Customer reports a defective device over the telephone or via email. If the problem cannot be solved over the telephone or email, the customer will be informed to log the repair with Panasonic's authorised service partner. In the event of a warranty repair, the transportation cost for repairs within 50km of capital city locations both ways, the costs for the materials/spare parts and the labour costs shall be borne by Panasonic. Panasonic will collect and return the unit to and from any specified address within a 50km radius of capital city locations within Australia.

Scope and Performance of Warranty Services

Your Panasonic ASP will repair this product (other than software) with new or refurbished parts, from the date of delivery in the event of a defect in materials or workmanship.

The warranty is limited to the manufacture of the hardware and the condition of the original product prior to the defect. The warranty only applies to new Panasonic Toughbook's purchased in Australia.

Repairs on the faulty unit will wherever possible using best endeavors and subject to available parts be performed within 0-2 working days, but may take longer from receipt of your Toughbook by the Panasonic Service Partner.

For the full warranty term and conditions please refer to the terms and conditions below and as supplied with the Toughbook.



Data Storage Media

Panasonic and its Authorised Service Providers are not responsible for damage to, or loss of any programs, data, or removable storage media. The only effective protection for data stored in a Toughbook, such as on a hard disk, is the regular backing up of that data by the Purchaser.

Panasonic and its Service Providers shall not be responsible for any software programs, data or other information stored or used on any media or part of any Product returned to Panasonic or its Service Providers for Service or other repair including the costs of recovering such programs or data.

If during the Service or repair of the Product the contents of the hard disk or any other data storage media are altered, deleted, modified or lost, Panasonic and its Service Providers cannot be held liable.

Storage media replaced under warranty is supplied with the software loaded, as it would have been when shipped as a new unit from our factory; replacement media will not contain software, which has been loaded by the Customer, the supplier or any other third party.

We strongly recommend that you back up any important data prior to the Product being returned for Service or repair to Panasonic or its Service Providers.

The following points are NOT covered by the warranty:

No Fault Found (NFF)

Any Costs incurred where it is found that the Toughbook is functioning normally ("No Fault Found"). Panasonic Reserves the right to charge the logistics cost and inspection fee for every NFF case directly to the customer.

Theft / Loss

Loss of use or theft of the Toughbook or consequential loss of any kind.

Third Party fees

Any associated charges levied by any other provider to you. Repairs and maintenance carried out by anyone other than Panasonic or its authorised service providers.

Wear And Tear

The Cost of remedying or making good solely due to Wear and Tear, gradual deterioration or oxidation, gradually developing defects, cracks, flaws or fractures; Scratching Or chipping of any surfaces.



OPTIONAL EXTENDED WARRANTY

Optional Extended Warranty Overview

The optional extended warranty only becomes effective when Panasonic Australia has received payment in full at the original time of purchase of the Toughbook.

The following are covered for manufacturing defect only.

Please refer to the full Warranty Terms and Conditions available on the Panasonic Australia web site.

TOUGHBOOK (Pre-installed or as packed in the original box at delivery)			
		1 Year extension	2 Year extension
Panasonic Toughbook	Fully Rugged	4 Years	5 Years
	Semi Rugged		
	Business Rugged		
	Tablet/Hand Held		
	Desktop & Vehicle Docks		
Factory installed Components (mechanical & electrical)	Internal drives, Display, HDD, Connectors, Ports, Standard Keyboard, Touchpad, Touch Screen, Modem, Optical Drives, AC Adaptors, Main board/Processor, Circuit Boards, Speakers	4 Years	5 Years
Accessories	Stylus	1 Year	
	Battery*	1 Year	
Consumables	LCD Protective Film	6 Months	
ACCESSORIES (Delivered separate to original box or on separate order)			
Car chargers		1 year	
Battery chargers			
Port replicators			
Cradles/Docks			
External / Internal drives			
Cables			
Additional AC adapters or media bay devices			
Additional Memory modules (after sales purchase of the Toughbook)			
CONSUMABLES (Delivered separate to original box or on separate order)			
Additional Batteries*		6 Months	
Additional Pens			
LCD Protective Film			
Other consumables			

*A battery is considered good if it maintains 50% of its charge capacity during the warranty period. If a battery is returned under warranty and testing determines that it has charge capacity greater than or equal to 50%, then the battery will be deemed to be operating within its specifications and will not be replaced under warranty.



REPORTING A HARDWARE FAULT

To report a hardware fault on your Toughbook, please follow the procedures below:

Before contacting the ASP, please have the following information available:

- a. The Toughbook™ itself for first level diagnosis
- b. The serial number which can be found on the bottom of the unit
- c. The model number of the unit which is located above the serial number
- d. A copy of your invoice which includes purchase date
- e. Location of pickup and contact information including email address

We strongly recommend that you back up any important data prior to the Product being returned for Service or repair to Panasonic or its ASP

IN WARRANTY - LOGGING TOUGHBOOK SERVICE CALL

1. If you have any questions call the ASP on 02 97333 790 or 1300 132 463.
2. A technician will assist in first level support & booking a service job.
3. To book a Service call, you will need to Log onto: <http://panasmart.com.au/service/>
4. The customer will receive an email as acceptance and understanding of the conditions. This will also include the Job#, packing instructions, and agreement.

Prior to shipping your Toughbook, please ensure the following:-

- a. Toughbook is packaged correctly in its original box. If the original box is not available, please ensure it is packaged safely. No responsibility will be taken for damaged goods incorrectly sent.
 - b. Before sending the Toughbook to the ASC for repair "It is the customer's responsibility to back up all data from the HDD, delete all sensitive and confidential Information and Data from the HDD.
 - c. If a problem is related to the HDD or the HDD has to be replaced, Panasonic will only reload the factory pre-installed software into the replacement HDD.
 - d. Panasonic or its ASC take no responsibility for loss of Data, Information or Software from the HDD.
 - e. NOTE: If a courier does not arrive within 24hrs from reply of email, please contact our office on 1300 132 463 to follow up courier company.
5. Upon receiving the unit by courier at the service centre, the repair will have a target time frame of 0-2 business days.
 6. Our Panasonic team will send an email requesting confirmation of delivery address, any special delivery instructions must be emailed to our office with this email.



OUT OF WARRANTY - LOGGING TOUGHBOOK SERVICE CALL

1. Visit the following website, complete the form, (note by choosing accept and submit you will be accepting the terms and conditions outlined) and submit at <http://panasmart.com.au/service/>
2. A job number will be assigned by return email.
3. If a unit is received without agreeing to conditions, repair will not commence and may even be rejected. This will include Job#, packing instructions, and agreement.

Prior to shipping your Toughbook™, please ensure:-

- a. The Toughbook is packaged correctly in its original box. If the original box is not available, please ensure it is packaged safely. No responsibility will be taken for damaged goods incorrectly sent.
 - b. Before sending the Toughbook to the ASC for repair "It is the customer's responsibility to back up all data from the HDD, delete all sensitive and confidential Information and Data from the HDD.
 - c. If a problem is related to the HDD or the HDD has to be replaced, Panasonic will only reload the factory preinstalled software into the replacement HDD.
 - d. Panasonic or its ASC take no responsibility for loss of Data, Information or Software from the HDD.
4. The cost of shipping to and from the repair centre is borne by the customer.
 5. Upon receiving your unit by courier by the service centre, the repair will have a target timeframe of up to 5 business days*.
 6. A diagnosis will be made, a quotation prepared which will be faxed or emailed to the contact person listed.
 - a. All Quotes must be accepted within two (2) weeks from date of quote.
 - b. All Quotes must be accepted via email or fax, verbal acceptance of the quote will not be processed.
 7. Repairs will commence after receipt of approval, on completion of the repair, payment in full will be required before goods leave our warehouse.
 8. If goods are not paid for in 60 days, we may sell the goods, with notice to recover costs.
 9. Return of repair is at customer cost.
 10. The delivery of the unit will be dispatched to the address listed on the quotation (see ship to address) should this differ you will need to contact the Panasonic Repair Centre on 02 9733 3790 in order to change dispatch location. Failure to do so will see the freight charges posted onto the client.

Important Notes:

Quotes must be accepted within 2 weeks from the date of quotation.

A warehouse fee of \$50* per unit will be charged if no response has been received for the quotation by then. Warehouse fees are charged at \$50 per month from the date the unit is received at Panasmart, the charges are added until the unit/s are collected or dispatched from Panasmart. This includes delays in customer approvals and payment for invoice due including warehouse charges.

What to do if a courier does not turn up

If a courier does not arrive within 24h to 48hrs from you being advised by email for within capital city areas, please contact the ASP Service Centre on 1300 132 463 to follow up courier company.

Courier times to areas outside capital cities may take up to 2 working days. Please allow this as a minimum time frame for these areas before contacting the ASP Service Centre on 1300 120 463.

Turnaround time is subject to parts availability, courier, intermittent faults or software issues.

