

## WARRANTY

### Logging a Panasonic Toughbook™ Service Call



Thank you for choosing Panasonic Toughbook™. There may be a rare time when your unit requires servicing. If this is the case, the following document outlines the procedure.

**Before calling** Toughbook™ service centre, 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

#### What do I do?

1. Call Toughbook™ Service Centre on 1300 132 463 for any questions.
2. To Log a Service call, this must be completed via <http://panasmart.com.au/service/>
3. A technician will assist in first level support & booking in a service job
4. The customer will receive an email as acceptance and understanding of the conditions. This will also include Job#, packing instructions, and agreement.

Prior shipping your Toughbook™, ensure:-

- 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 02 9733 3790 to follow up courier company.
5. Upon receiving your unit by courier by the service centre, the repair will have a target time frame of 2-4 business days<sup>1</sup> for completion of repair and ready.
  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.

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.

We would like to thank you for your support with Toughbook™.

Regards,  
Panasonic Service Centre Team

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<sup>1</sup> 2 business days turn around time is subject to parts, courier delivery and pickup as well as faults not being intermittent or software related. This is for Toughbooks™ under Panasonic Australia warranty. See warranty card for further details.

