

Panasonic
CONNECT

TOUGHBOOK

TOUGHBOOK Service, Warranty & Repair Manual



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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. In 1987 Panasonic had recently released its original notebook design, highlighting the need for professional-level rugged computing devices. Enhanced durability and reduced cost of ownership were key demands. Plans were soon put in place for a purpose-built factory in Kobe, Japan. It would be responsible for producing rugged notebooks under the Panasonic name. And that's how TOUGHBOOK was born. Now, with a product line-up that includes laptops, tablets and handheld devices, as well as a wide range of accessories, modular configuration options, and professional services, we're proud to be your top choice for TOUGH technology.

Overview

This document describes the standard service and additional services provided by Panasonic Connect Oceania ("PCO") to our TOUGHBOOK Customers. All processes and procedures are explained to provide a guide for the interactions between PCO and the Customer.

Goal

PCO will provide outstanding service and support to all Panasonic TOUGHBOOK customers while maintaining high standards of quality and efficiency. Our quality control measures are implemented to ensure that repairs are performed to the highest standard and that all products and services meet or exceed customer expectations.

Service Repair Centre (SRC)

Logistics

Our repair facilities are dedicated to receiving and sending TOUGHBOOK devices in a safe and controlled way using our experienced and trusted logistics partners.

Warehousing

Panasonic's SRC stocks a wide range of genuine spare parts to help support the quick turnaround time for repairs. All repairs are stored in a secure, dedicated facility within the SRC complete with video surveillance throughout the offices and workshops.

Customer Care Team

Our onshore professional customer care team is a critical component of our business, offering a wide range of exceptional abilities that contribute to overall customer satisfaction. Their communication skills, enable them



to provide prompt and clear responses to customer inquiries and concerns, ensuring that customers feel heard and valued.

Workshop

Our SRC's team of repair engineers and technicians specialise in the service and repair of TOUGHBOOK computers and provide invaluable professional support to customers.

Their technical expertise in diagnosing, troubleshooting, and resolving issues is unparalleled, allowing them to efficiently identify and fix problems to get your TOUGHBOOK up and running smoothly again.

Our skilled technical staff undergo regular Panasonic-factory training in the latest hardware and software technologies, enabling them to handle the entire suite of TOUGHBOOK configurations.

Sales Engineers

Our trained Sales Engineers possess a deep understanding of the technical aspects of the products or services being offered, allowing them to support customers to make informed purchasing decisions.

They build and maintain strong relationships with our customers, providing ongoing support and technical guidance to ensure smooth implementation and integration of the product or service.

CONTACT INFORMATION

Panasonic Connect Oceania Head Office

Address:	Rear 66 Glendenning Road Glendenning NSW 2761 Australia
Web General:	https://oc.connect.panasonic.com/
Web TOUGHBOOK:	https://oc.connect.panasonic.com/toughbook

Customer Support

Toll Free:	1300 227 987
Email Support:	connectservicesupport@au.panasonic.com
Email Spare Parts:	connectspareparts@au.panasonic.com
Web Support Centre:	https://oc.connect.panasonic.com/toughbook-support-centre



ProTect Warranty & Services

Panasonic TOUGHBOOK devices have the industry's lowest failure rates but when something out of the ordinary happens which renders your device out of action, consider the impact to your business.

With our range of optional ProTect warranties and advanced service offers, you can help minimise the disruption to your workforce, reduce unforeseen repair and recovery costs, and have added peace of mind in the event of device malfunction.

Not only does ProTect provide a high level of protection for your devices, but our local after sales service team is second to none, ensuring you experience minimal downtime so you can get back up and running as soon as possible.

If your business is mission critical, then so is our support team. Feel reassured with priority access to our Australian based call centre who will work alongside your team every step of the way to help resolve any issues encountered.

Standard & Extended Warranty

All Panasonic TOUGHBOOK devices come with a 3-year standard warranty, but from time to time you may need more. Panasonic TOUGHBOOK Extended Warranty cover provides an additional 1 or 2 years of warranty, helping you to minimise repair costs and maximise the life cycle of your TOUGHBOOK.

ProTect Rapid Response

Rapid Response is an advance-swap style device exchange combined with a range of support options^{*1} designed for businesses who cannot afford downtime due to interruptions caused by device repairs. When additional speed is crucial, our team can have fully functional devices dispatched to your team within the next business day.

ProTect Accidental Damage

ProTect Accidental Damage Service provides protection against those unforeseen accidents while devices are out in the field which sit outside of traditional warranty repairs. Devices are covered for 3 years^{*1} and can be extended up to a maximum of 5 years, providing you and your workforce with complete peace of mind.

Capped Price Servicing

Choose our capped price servicing solutions and experience the peace of mind that comes with transparent and affordable non-warranty servicing. Our experienced technicians use only genuine parts and the latest diagnostic tools to ensure that your TOUGHBOOK is kept in best shape.



On-Site Service

Don't let device downtime slow you down. Our skilled technicians can come directly to your location, saving you time and money by eliminating the need to transport your devices back to a repair centre. We offer a range of services, including maintenance, repairs, and upgrades, ensuring that your TOUGHBOOK is running at peak performance.

Makeover Service

Don't let your product's warranty expire without giving it the care and attention it deserves. Choose our end of warranty makeover service to prolong the lifespan of your TOUGHBOOK, providing you with the peace of mind that comes with knowing your product is performing at its best.

*1 refer to full terms and conditions

FEATURE OVERVIEW			
	STANDARD WARRANTY	RAPID RESPONSE SERVICE (RRS)	ACCIDENTAL DAMAGE SERVICE (ADS)
Support Cover	- 3 years (standard) - Additional 1 or 2 years (optional)	- 3 years (standard) - Additional 1 or 2 years (optional)	- 3 years (standard) - Additional 1 or 2 years (optional)
Priority On Shore B2B Call Centre Access	Standard	Priority	Priority
Accidental Damage Coverage	X	X	Included
Rapid Replacement Advanced Exchange	X	Included	Optional (with RRS)
Priority Dispatch	X	Next Business Day	Optional (with RRS)
Firmware updates	Online	Online	Online
OS Security updates	Online	Online	Online

Custom Cover

We understand that each business is unique – Panasonic Connect's professional services team can design custom support and services tailored for the unique demands of your business.

Ask us about our additional services such as the Smart Battery cover which combines the power of smart battery technology, specialised device management tools, and rapid battery replacement to keep your devices running at peak performance.



SPARE PARTS

Sales of Spare Parts

Panasonic Connect or its Authorised SRC are permitted to sell limited spare parts only in certain circumstances taking into consideration the warranty status of the TOUGHBOOK.

The full model number and serial number must be provided when requesting to purchase Spare Parts.

Conditions of sale

1. Units still **within** the Panasonic TOUGHBOOK Standard Warranty or Optional Extended Warranty Term.

a. In Warranty Repairs

- i. No sale of spare parts. Repairs must be carried out by our SRC.
- ii. Please contact Customer Support or visit our Support Centre Website to arrange service.

b. Non-Warranty Repair (while the unit is in the warranty term, 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. Parts such as port covers, antenna 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.
- iii. Any subsequent repair to be carried out by the SRC will be chargeable.

2. Units **outside** the Panasonic TOUGHBOOK Warranty Term. (I.e. a device 4-6+ years old)

a. Out of Warranty Repairs

- i. Panasonic will only authorise the sale of non-electrical/electronic components and parts that can be fitted without dismantling the unit. Parts such as port covers, antenna 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.
- iii. Any subsequent repair to be carried out by the SRC will be chargeable.
- iv. To purchase spare parts please email Panasonic Connect Spare Parts



WARRANTY and REPAIR

Standard Warranty Overview

The following are covered for manufacturing defects only.

Please refer to the full Warranty Terms and Conditions available on the Panasonic Connect website.

TOUGHBOOK (Pre-installed or as packed in the original box at delivery)		
Panasonic TOUGHBOOK	Fully Rugged	3 Years
	Semi Rugged	
	Business Rugged	
	Tablet / Hand Held	
	Desktop Docks & Vehicle Docks	
Factory installed components (mechanical & electrical)	Internal drives, Display, HDD, Connectors, Ports, Standard Keyboard, Touchpad, Touch Screen, Modem, Optical Drives, AC Adapters, Main board/Processor, Circuit Boards, Speakers	3 Years
Customer installable / interchangeable options for	Selectable Bay1, Selectable IO Bay, Universal Bay	3 Years
Accessories & Consumables	Stylus	1 Year
	Battery*	1 Year
	LCD Protective Film	6 Months
ACCESSORIES & CONSUMABLES (Delivered separate to original box or on separate order)		
Car chargers	1 year	
Battery chargers		
Cables		
Additional Batteries*		
Additional AC adapters or media bay devices		
Additional Memory modules (after sales purchase of the TOUGHBOOK)		
Additional Pens/Stylus		
LCD Protective Film	6 Months	
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 End of Life.

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 a Panasonic Authorised SRC.

Collect and Return Warranty

Customers can report a defective device on the Web, over the telephone or via email. If the problem cannot be solved over the telephone or email, a service case will be generated for the customer. In the event of a warranty repair, the transportation costs, 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 Authorised SRC will repair this product (other than software) with new or refurbished parts, from the date of delivery for the term of your Standard Warranty or Optional Warranty if purchased in the event of a defect in materials or manufacturing 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 devices purchased in Australia.

Repairs on the faulty unit using best endeavors and subject to available parts, be performed within 4 business days but at times may take longer.

For a full copy of the warranty terms and conditions please refer to the terms and conditions below and as supplied with the TOUGHBOOK.



Data Storage Media

Panasonic and its Authorised SRC 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 Authorised SRC 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 Authorised SRC.

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 SRC.

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 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 Connect website.

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 Adapters, Main board/Processor, Circuit Boards, Speakers	4 Years	5 Years
Customer installable / interchangeable options for	Selectable Bay1, Selectable IO Bay, Universal Bay	4 Years	5 Years
Accessories	Stylus	1 Year	
	Battery*	1 Year	
Consumables	LCD Protective Film	6 Months	
ACCESSORIES & CONSUMABLES (Delivered separate to original box or on separate order)			
Car chargers		1 year	
Battery chargers			
Cables			
Additional Batteries*			
Additional AC adapters or media bay devices			
Additional Memory modules (after sales purchase of the TOUGHBOOK)			
Additional Pens/Stylus			
LCD Protective Film		6 Months	
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

IN WARRANTY - LOGGING TOUGHBOOK SERVICE CALL

1. If you have any questions, please contact the SRC. Our friendly staff will be happy to assist you.
2. Service requests can be logged via either Web, email or telephone:
 - a. Please refer to the contact information on page 3.

Information Required when Logging a Service Request:

- End User Company Name:
- Company Name (for collection & pick-up of unit(s):
- Street Address (for collection & pick-up of unit(s):
- Contact Name:
- Contact Number:
- Contact Email:
- Full Model #:
- Serial #:
- Fault Description #:
- Place of Purchase:
- Date of Purchase:

Any relevant supporting information/data (if appropriate):

3. Panasonic Service Repair Centre (SRC) Process:

- Upon logging the service request via either Web, email or phone, you will be issued with your work order number (RMA reference)
- Panasonic will arrange for the collection of the unit via return-courier at no charge.
 - o The connote will be emailed to your preferred email address.
 - o Units will be inspected, repaired & subsequently returned to you via courier upon completion.
 - o In the event any repairs are deemed to be not covered by warranty the SRC will be contact you to discuss and advise next steps.

NOTE: If a courier does not arrive within 24hrs from receiving the connote or the arranged collection time, please contact us. Refer to the contact information on page 3.

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

- a. The TOUGHBOOK is packaged correctly in its original box. If the original box is not available, please ensure it is packaged safely in a suitable box. No responsibility will be taken for damaged goods incorrectly sent.
- b. Before sending the TOUGHBOOK to the SRC for repair, it is the customer's responsibility to back up all data from the HDD/SSD. Please delete all sensitive and confidential Information and Data from the HDD/SSD.
- c. If a problem is related to the HDD/SSD or the HDD/SSD needs to be replaced, Panasonic will only reload the factory pre-installed software into the replacement HDD/SSD.
- d. Panasonic or its SRC take no responsibility for loss of Data, Information or Software from the HDD/SSD.



OUT OF WARRANTY - LOGGING TOUGHBOOK SERVICE CALL

1. If you have any questions, contact the SRC. Our friendly staff will be happy to assist you.
2. Service requests can be logged via either Web, email or telephone:
 - a. Please refer to the contact information on page 3.

Information Required when Logging a Service Request:

- End User Company Name:
 - Company Name (for collection & pick-up of unit(s):
 - Street Address (for collection & pick-up of unit(s):
 - Contact Name:
 - Contact Number:
 - Contact Email:
 - Full Model #:
 - Serial #:
 - Fault Description #:
 - Place of Purchase:
 - Date of Purchase:
- Any relevant supporting information/data (if appropriate):

The Out of Warranty repair can either be delivered to the SRC by –

- I. Customer-arranged courier.
- II. or Panasonic can arrange for the collection of the unit via return-courier at a cost of \$50 (inc GST).

Upon receipt, units will be inspected & quoted. Please note a \$150 +GST inspection fee applies to all Out of Warranty repairs.

- Quotes will be emailed to your nominated email address for review & acceptance.
- Non-account customers will be asked to advise how they wish to make payment (i.e. credit card or EFT)
 - If accepted, the repair will subsequently proceed and the \$150 +GST-inspection fee waived.
 - If NOT accepted, a tax invoice for \$150 +GST inspection fee will be issued for payment.
- Upon completion of an accepted repair, a tax invoice will be issued for payment.
- Following payment receipt advice from Panasonic, the unit can be collected by the customer-arranged courier or returned by Panasonic-arranged courier.

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 in a suitable box. No responsibility will be taken for damaged goods incorrectly sent.
- b. Before sending the TOUGHBOOK to the SRC for repair, it is the customer's responsibility to back up all data from the HDD/SSD. Please delete all sensitive and confidential Information and Data from the HDD/SSD.
- c. If a problem is related to the HDD/SSD or the HDD/SSD needs to be replaced, Panasonic will only reload the factory pre-installed software into the replacement HDD/SSD.
- d. Panasonic or its SRC take no responsibility for loss of Data, Information or Software from the HDD/SSD.

