



## ACCIDENTAL DAMAGE WARRANTY

Toughbook and Toughpad devices are durable and built to last. But sometimes accidents happen.

Panasonic's Accidental Damage Warranty provides protection against any eventuality out in the field for up to 5 years, providing you and your workforce with complete peace of mind.

**Maximise device protection** with your Accidental Damage Warranty:

- Reduce disruption in the event of accidental damage to your device
- Eliminate out-of-warranty repair charges
- Reduce downtime with a fast 96 hour repair service\*
- Total investment protection and peace of mind
- Enhance the productivity of your mobile workforce and maximise your device lifespan
- Replacement unit provided if repair is impossible or damaged beyond economic repair

SKU	DESCRIPTION	SKU	DESCRIPTION
CF-LESPAD3	3 Year Cover (Toughbook products)	CF-LESPAD5	5 Year Cover (Toughbook products)
CF-LESPADC13	3 Year Cover (CF-C2, CF-AX3 & CF-LX3)	CF-LESPADC15	5 Year Cover (CF-C2, CF-AX3 & CF-LX3)
CF-LESPMXAD3	3 Year Cover (CF-MX4 only)	CF-LESPMXAD5	5 Year Cover (CF-MX4 only)
FZ-LESPAD3	3 Year Cover (Toughpad products)	FZ-LESPAD5	5 Year Cover (Toughpad products)
UT-LESPAD3	3 Year Cover (FZ-Y1 only)	UT-LESPAD5	5 Year Cover (FZ-Y1 only)



**TOUGHBOOK**

**TOUGHPAD**



**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) <sup>1</sup>	★	★	★	★
Multilingual helpdesk <sup>2</sup>	★	★	★	★
HDD/SSD warranty	★	★	★	★
Advance device replacement <sup>3</sup>	★	★	★	★
Hot swap buffer replacement <sup>3</sup>	★	★	★	★
Defined helpdesk response time <sup>4</sup>	★	★	★	★
Battery breakages (1 year)			★	★
Comprehensive coverage for accidental breakage			★	★
5 year service plan		★		★
Multi year discount <sup>5</sup>		★		★
3 year service plan	★		★	

<sup>1</sup>Best effort endeavour with 90% success

<sup>2</sup>Available 08.00 – 18.00 CET

<sup>3</sup>Available on request and subject to commercials

<sup>4</sup>Calls answered within 7 rings and emails within 1 hour

<sup>5</sup>Discounts available at point of purchase

## ADDITIONAL WARRANTY INFORMATION

This warranty covers all repairs that result from an accident during regular use.

It does not cover damage from intentional acts, fire, loss, theft, normal wear and tear (not affecting functionality), improper maintenance or modification by anyone other than a Panasonic Service Centre or Panasonic Authorised Service Partner, or damage that is attributable to acts of God. The single claim limit is the value of the device, and the total sum covered is the amount invoiced for your Panasonic Toughbook or Toughpad products.

The warranty must be purchased at point of sale (although 4th and 5th year Accidental Damage Warranty can be purchased before existing 3 Year Accidental Damage cover has expired).

All system components are covered under the warranty, including the LCD. The model and serial numbers must be supplied to Panasonic when purchasing Accidental Damage Warranty. Under this warranty, if repairing a unit is impossible, Panasonic will replace it with a device of equal or greater value.

For full terms and conditions please visit  
[www.toughbook.eu/proservices](http://www.toughbook.eu/proservices)

## WARRANTY PROCEDURE

01. If there is a claim and the Toughbook/Toughpad is damaged, please contact the Panasonic Helpdesk ([toughbooksupport@eu.panasonic.com](mailto:toughbooksupport@eu.panasonic.com)).
02. For service under Accidental Damage 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 Accidental Damage 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](http://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  
[toughbooksupport@eu.panasonic.com](mailto:toughbooksupport@eu.panasonic.com)



**PROSERVICES**

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