

TOUGHBOOK ProTect PLUS

Full Maintenance Service

Addendum to

Terms and Conditions of

TOUGHBOOK ProTect

Panasonic Connect Europe GmbH

Version 1.1

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A. Overview

This document describes the service level provided by the TOUGHBOOK European Service Centres on behalf of Panasonic Connect Europe GmbH (hereafter called "Panasonic"), covered by the Full-Maintenance Service, called ProTect PLUS.

The purpose of ProTect PLUS is to provide maintenance services as a value-added service to the ProTect Hardware Service Bundle, which are an integrated part of the purchase of the TOUGHBOOK hardware product. Insofar ProTect PLUS differs from ProTect Hardware Service Bundle, because ProTect PLUS is an optional service offer against separate consideration, not an integrated part of the purchase of the TOUGHBOOK hardware product.

Due to the value-added character of the Maintenance Services provided by ProTect PLUS, the ProTect PLUS is a higher service level over ProTect Hardware Service Bundles in order to always keep the TOUGHBOOK hardware product in best working order and to ensure that it operates as specified, minimizing any potential damage risks by preventive measures.

TOUGHBOOK ProTect PLUS contains following full-maintenance service components:

- Monthly service report
- Consultancy on demand
- Access to Service Cloud and Advanced Knowledgebase
- Remote technical support
- Inspection of returned devices including health-status report
- Small cosmetics repairs / IP integrity for returned devices
- Battery Confidence limited to 3 years

TOUGHBOOK ProTect PLUS can be further enhanced by following **optional** full-maintenance modules, which are each described in a separate addendum and subject to additional charges:

- Infinity (premium full-maintenance services)
- Self-managed enhanced remote device monitoring
- Self-maintenance (Training & Access to Spare-Parts)
- Software maintenance
- Device management
- Return without SSD
- Global Service
- Rapid Replacement
- Alternative packaging

TOUGHBOOKS are durable and designed to withstand heavy environmental impacts like dust, drop or other external impact introduced by operational job requirements. By providing basic maintenance services, ProTect PLUS aims to keep the workforce operational, even if the protection on the TOUGHBOOK fails to prevent damage.

B. Service Definitions of TOUGHBOOK ProTect PLUS

Full-Maintenance Services under ProTect PLUS means ongoing troubleshooting and maintenance, providing standard consumables related to the IP integrity necessary for operation of the TOUGHBOOK. Panasonic will perform repairs and adjustments necessary to keep the TOUGHBOOK in good working order and to ensure that it operates as specified. This includes (preventive) repairs and adjustments required due to normal Wear and Tear or defects in materials or workmanship. For avoidance of doubt accidental damage coverage is not included in ProTect PLUS.

Wear and Tear means the gradual deterioration associated with normal use and age of the TOUGHBOOK and its components.

The replacement parts required for repairs to the TOUGHBOOK may be new, reconditioned or refurbished. Panasonic provides certain services remotely, which includes the transmission of updates, the diagnosis and modification of TOUGHBOOK to repair or correct malfunctions. Access to a service cloud is granted for self-maintenance as described in clause B.3. A monthly report on identified potential issues is included. Once per year and on customer demand, an annual consultancy will be provided by Panasonic, which includes a use-case analyses. Maintenance services do not include the provision of replacement device. Further specifics of the scope of TOUGHBOOK ProTect PLUS are detailed below.

B1. Monthly service report

Panasonic will provide an automatic Monthly Service Report via Service Cloud to ensure the customer is maximising the use of their devices. Such report will contain the following information:

- Summary of returns
- Failure category for devices booked for repair
- Fault Type for repaired devices
- Warranty End Dates

These service reports will be frequently inspected by Panasonic experts and in case of any unusual failure pattern, preventive maintenance measure will be applied together with the customer.

B2. Consultancy on-demand

Once per year on-demand Panasonic will provide consultancy to build customer intimacy and personalise services tailored to the customer's needs. Those sessions may also include increasing efficiency in operations by analysing the use case in field, support in solving technical issues (e.g. connectivity issues), small cosmetic repairs, excluding repairs which require opening the device, new product and services introductions, on-site training. This service is limited to 1 working day based on 8 working hours. It is free of charge for customers, who operate a TOUGHBOOK fleet, which consists of 50 devices and more. Separate travel costs may apply. For customers with smaller fleets, individual price quotes can be provided on request.

B3. Access to Service Cloud and Advanced Knowledgebase

For Panasonic Protect PLUS customers access will be granted to the website (Service Cloud) where customers can log repair requests for their devices at any time and benefit from advanced knowledge based articles which can be useful and save time by avoiding having to send the device in for a repair. Access to Service Cloud is available 24/7 with an existing login or by setting up an account. Customers are also able to utilise a digital assistant 'Tommi' and / or chat with a helpdesk agent during office working hours 8:00 – 17:00 GMT to support with the initial troubleshooting. A callback option will be available via 'Tommi' outside of office hours. When a fault is found with the device the user is required to log a repair request at <https://toughbook.custhelp.com/app/home>. This will generate a repair reference number and allow the user to arrange collection to suit their schedule.

Advice to customers is to use the same Customer Support Identifier number (CSI), in order to benefit from Service Cloud total repair asset management and reporting.

B4. Remote technical support

The Helpdesk have direct access to qualified technical specialist who can advise and help to solve the issue remotely. Our technical specialist will provide up to two hours per month technical support remotely, which includes the transmission of updates, the diagnosis and modification of TOUGHBOOK to repair or correct malfunctions. If the incident cannot be resolved remotely customer will be advised to send device to Service Centre for repair.

B5. Inspection of returned devices including health-status report

A returned device will be assigned to a qualified technician who will perform full evaluation of the device and adequate report will be issued with returned device.

B6. Small cosmetics repairs/keeping IP integrity for returned devices

Panasonic will provide small cosmetic repairs (e.g. port covers, corner guards, missing screws) for any returned device to keep it in working condition and to ensure it operates as specified. The value of those components cannot exceed 20 Euros per device.

B7. Battery Confidence limited to 3 years

The TOUGHBOOK Battery Confidence Service uses smart battery monitoring software to monitor the state of health of the device batteries. In advance of those batteries deployed in the field reaching a low-capacity level, the smart battery monitoring software alerts the Panasonic Service Team via an email notification service. This enables a proactive and targeted provision of batteries and replacement in the field.

The duration of this service will always be limited to 3 years from the roll-out of the device.

In the following the process of the Battery Confidence Service is described in detail.

1. The smart battery monitoring software will monitor the State of Health of the battery and flag up when the full charge capacity reaches 50% of the initial design capacity.

2. The battery capacity must drop to 50%, as determined by the smart battery monitoring software, to make a claim.
3. The smart battery monitoring software client must be installed to take full advantage of the service. Installation instructions will be provided at time of purchase. No replacement batteries will be provided if the software has not been installed as Panasonic will be unable to receive notification from the software that the battery needs to be replaced.
4. Serial numbers for the devices and batteries that the service will be applied to must be supplied to Panasonic at time of purchase.
5. This service can only be applied to devices with smart battery-enabled products.
6. This service does not cover damage that occurs in shipment or failures that are caused by products not supplied by Panasonic, or failures that result from alteration, accident, misuse, introduction of liquid or other foreign matter into the unit, abuse, neglect, installation, improper maintenance, modification or service by anyone other than TOUGHBOOK European Service Centres or damage that is attributable to Force Majeure.
7. For the activation of the service the customer will receive an email containing a token file and full installation instructions.
8. The customer will need to ensure devices are connected to a network that allows communication with the service cloud platform endpoint below, bypassing any proxy servers: `api.uk.elemez.com (port 443)`
9. Once the device has been registered, the user will receive an email from Panasonic with clear instructions on how to install the smart battery monitoring software and enrol the device.
10. Panasonic will receive a warning notification of reduced charge capacity for a battery under service.
11. Panasonic will ready stock and notify the Customer that the battery is showing a reduced charge capacity and will require user details to dispatch the replacement battery.
12. When the battery capacity reaches 50%, Panasonic will receive a further notification and dispatch the replacement battery to the user and advise via email with the corresponding Air Waybill number.
13. Customer can dispose of old battery through their own disposal methods under the WEEE directive. Alternatively, should you have no current method of disposal, Panasonic Help Desk can be contacted and will arrange the disposal.
14. Replacements are limited to 1 replacement per registered battery during the 3 year period

15. The 3 year cover period will start when Panasonic ship the device from its configuration centre, not when the customer applies the software

C. Service Duration

TOUGHBOOK PRODUCTS (As packed in the original box)		
TOUGHBOOK and AC adapters	All Laptop, Tablet	3/4/5 years
TOUGHBOOK and AC adapters	Handheld Products	1/2/3/4/5 years
Components (mechanical & electrical)	Internal drives, Display, HDD, Connectors, Ports, Standard Keyboard, Touchpad, Mouse Pad, Touch screen, Modem, Main board/Processor, Circuit board, Speakers	3/4/5 years for all laptops and tablets and 1/2/3/4/5 years for handhelds
Consumables	Battery	3 years
	Stylus	6 months
	LCD protective film	6 months
	All other consumables	6 months
ACCESSORIES (Delivered separate to original box or on separate order)		
Car chargers		1 year
Battery chargers		
Port replicators		
Cradles		
External drives		
Cables		
Additional AC adapters or media bay devices		
Additional memory modules (after sales purchase of the TOUGHBOOK)		
Carrying Solutions (i.e. Hand straps)		
Any Accessory		
CONSUMABLES (Delivered separate to original box or on separate order)		
Additional Batteries		6 months
Additional Pens		
LCD Protective Film		
Carrying Handle		
Any Consumable		

The duration of the TOUGHBOOK ProTect PLUS service for all laptops, tablets and handheld can be agreed for up to 5 years respectively. The TOUGHBOOK ProTect PLUS service is also available separately on selected serialized accessories such as docking solutions, which is subject to additional charges.

The service must be agreed and ordered by the customer (channel partner or end user) no later than 6 months after the receipt of the TOUGHBOOK device by the end user, which is verified by the model and/or serial number.

D. Customer Fleet Size

All services described in Section B will only be provided for fleet sizes equal to or larger than 50 devices per customer account. For smaller fleet sizes following services are not included:

- B2. Consultancy on demand
- B4. Remote technical support