

Standard Warranty

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All Toughbook's come with a three-year Warranty (handheld products with a one-year Warranty). Please refer to Panasonic Toughbook Standard Limited Warranty document for full terms and Conditions.

There is a different warranty provided on accessories. You will find the information in the table below.

As standard, we provide a free collect and return service to all Toughbook customers.

SERVICE DESCRIPTION

This warranty covers failures due to defects in materials or workmanship that occur during normal use. This warranty shall be void for damage which occurs in shipment; failures which are caused by software, viruses, trojans, operating system or application errors; products not supplied by Panasonic; failures which result from installation, alteration, accident, misuse, abuse, neglect; introduction of liquid or other foreign matter into the unit; damage that is attributable to acts of God; improper maintenance, modification, service by any party other than a Panasonic Factory Service Centre or authorized Panasonic Service Provider.

Equipment	What is Covered?	Warranty
Included in the original package	Everything included in the original box (except consumable)	3 Years
External Case & Components	AC adaptor, Internal drives, external case, connectors, ports, standard keyboard, touchpad and mouse buttons, antenna and covers	3 Years
Electrical Components	Display, processor, circuit boards, hard drive, modems and speakers.	3 Years
Consumables	Battery, LCD Protective Film	6 months
Software	Physical Media (CD)	60 Days

Some specific solutions (customised model number) may have particular conditions. Please check with a Panasonic Representative.

TOUGHBOOK[®]
Computers for the Outside World[™]

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ACCESSORIES & CONSUMABLES WARRANTIES

ACCESSORIES	DURATION
Car Chargers	1 year
Battery Charger	1 year
Port Replicator	1 year
Cradles	1 year
External Drives	1 year
Cables	1 year
Additional AC Adapter	1 year
Additional media bay devices	1 year
Memory modules	1 year
Notebook Bag	1 year

CONSUMABLES	DURATION
Additional battery	6 months
Additional Pen	6 months
LCD Protective Film	6 months
Carrying Handle	6 months

SERVICE PROCEDURES

To contact Panasonic please call one of the following numbers:

General enquiries (UK only) +44-(0)8709-079-079
General enquiries (ROI only) +353-(0)128-982-22

Direct Service/Technical support numbers:

English speaking +44-(0)-2920-73-0000
German speaking +44-(0)-1805-410-930
French speaking +44-(0)-2920-730-002

If it is determined that the fault is covered in-warranty and needs to be shipped to the Panasonic Service Centre, you will be provided with an RMA number and shipping information. This shipping (collection and return) is at no cost to you provided it is a warranty repair. We will endeavour to diagnose and repair your unit within two business days of receipt.

Computer Products Europe Service Centre

Building B4,
Wyncliffe Road,
Pentwyn,
Cardiff,
CF23 7XB



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