



# PROTECTION PLUS

## ACCIDENTAL DAMAGE COVERAGE

### OVERVIEW

Panasonic's Protection Plus enhances the Toughbook® computer and Toughpad® tablet 3-year Standard Warranty by offering an additional layer of protection against unintentional physical damage. This warranty is designed to complement the warranty on all Toughbook computers and Toughpad tablets. All system components, excluding consumable items, are covered under Protection Plus.

### WARRANTY BENEFITS

- Enhance the productivity of your mobile workforce
- Manage budgets more effectively by minimizing out-of-warranty repair charges
- Increase uptime for your mobile workforce by streamlining out-of-warranty coverage issues



**TOUGHBOOK®**

**TOUHPAD®**

## WARRANTY DESCRIPTION

The Protection Plus warranty provides your organization with added peace of mind. It covers repairs that result from accidental damage during regular use. Items not covered include damage from intentional acts, fire, loss, theft, normal wear (cosmetic) not affecting functionality, improper maintenance, modification by anyone other than our National Service Center or a Panasonic Authorized Service Provider, and damage that is attributable to acts of God.

All system components, except consumable items, are covered under this warranty. Consumable items include the battery, battery charger, stylus pens and printing on the keyboard. Panasonic may elect to repair or replace the damaged unit, at our discretion, with a model of equal or greater value. This warranty requires that a complete list of model numbers and serial numbers be submitted at the time of purchase.

## WARRANTY PROCEDURES

- Your organization's user initiates the repair of a Toughbook® computer or Toughpad® tablet by calling the Panasonic Technical Support hotline at 1.800.LAPTOP5, which is available 24 hours a day, 365 days a year.
- A Panasonic representative will work with your user to determine warranty coverage and the source of the problem. If it is determined

that either a replacement part or service is required, our representative will request the following information:

- Name
- Address
- Unit model and serial number
- Date of failure
- Description of problem

- All units repaired under the Protection Plus warranty receive next-business-day shipping to and from our National Service Center within the United States.

## MAXIMUM BENEFIT

The maximum benefit for Protection Plus coverage is limited to one major failure per unit per year for the LCD, keyboard, hard drive and system board. If a complete unit needs to be replaced, a replacement unit will be provided. The replacement unit will assume the remaining Protection Plus warranty coverage purchased with the original unit. A complete unit replacement will be provided only once during the Protection Plus warranty period. Additionally, Panasonic may replace the screen protection sheet up to once per warranty year when deemed necessary on units in for warranty or Protection Plus service at an authorized location.

## PRICING INFORMATION

The below service programs are available for purchase at the same time the hardware is purchased at the Suggested Retail Prices shown. Services sold after the point of sale are available at additional cost and require Panasonic approval.

SKU	DESCRIPTION	PRICE*
<b>TOUGHBOOK COMPUTERS</b>		
CF-SVCLTNF3Y	3-year Protection Plus (Years 1, 2 & 3)	\$250
CF-SVCLTNF4Y	4-year Protection Plus (Years 1, 2, 3 & 4)	\$500
CF-SVCLTNF5Y	5-year Protection Plus (Years 1, 2, 3, 4 & 5)	\$800
CF-SVCLTNFAPOS1Y	1-year Protection Plus APOS (Year 4)	\$400
CF-SVCLTNFAPOSY5	Protection Plus APOS (Year 5)	\$470
CF-SVCLTNFAPOS2Y	2-year Protection Plus APOS (Years 4 & 5)**	\$675
CF-SVCLTNFAPOS3Y	3-year Protection Plus APOS (during warranty). Cannot be sold after 1 year of purchase (Years 1, 2 & 3)	\$250
<b>TOUGHPAD TABLETS</b>		
FZ-SVCTPNF3Y	3-year Protection Plus (Years 1, 2, & 3)	\$245
FZ-SVCTPNF4Y	4-year Protection Plus (Years 1, 2, 3, & 4)	\$495
FZ-SVCTPNF5Y	5-year Protection Plus (Years 1, 2, 3, 4 & 5)	\$750
FZ-SVCTPNFAPOS1Y	1-year Protection Plus APOS (Year 4)	\$250
FZ-SVCTPNFAPOSY5	Protection Plus APOS (Year 5)	\$300
FZ-SVCTPNFAPOS2Y	2-year Protection Plus APOS (Years 4 & 5)**	\$475

APOS = After Point of Sale

\*Specifications and prices are subject to change without notice.

\*\*Includes the Extended Warranty plus Accidental Damage protection.

**TOUGHBOOK®**

**TOUGHPAD®**