

# **GETAC WARRANTY &** SUPPORT SERVICES

Our comprehensive options provide total piece of mind and flexibility for your devices

## **GETAC TOTAL WARRANTY COVER** (BUMPER-TO-BUMPER)

Our fully rugged device warranty includes accidental damage at no extra cost, ensuring enhanced total cost of ownership (TCO).

## RETURN TO BASE Logistics

For 3 & 5 Year Return-to-Base service, you simply return your unit to our base for service.

- Original Getac Parts
- Professional Getac Repair Engineer
- Local Real-time Technical Support



# **OUR WARRANTY COVER**

Our warranty packages cover all system components in line with terms and conditions covering product failures under normal and anticipated usage. Extremely cost-effective, it guarantees Getac quality repairs in the event of a product failure.

	Tablets								Laptops					
		A140	F110	K120	T800	UX10	ZX10	ZX70	ZX80	B360, B360 Pro	S410	V110	X500, X500 Server	X600, X600 Pro, X600 Server
BUMPER —10— BUMPER Bumper-to-Bumper Warranty	3 Years	~	$\checkmark$	$\checkmark$	$\checkmark$	$\checkmark$	~	$\checkmark$	~	~		~		~
	5 Years												~	
Getac 3 YEAR Rugged Warranty	3 Years										~			
Return to Base Logistics	3 Years	~	~	~	~	~	~	~	~	~	$\checkmark$	~		~
	5 Years												~	

SERVICES

# OUR SUPPORT Services

We understand the importance of keeping you operational at all times, minimising downtime. We have an extensive range of support services giving you control and flexibility.



## Self-Maintainer

To keep your devices functioning at peak performance, the Getac Self-Maintainer Program allows you to replace consumable parts in the field, reducing downtime and operational

impact to your workforce during the warranty period.

- Zero Downtime
- Work to Your Schedule
- Claim 2 Free Items per Device
- \* Applicable for USA, Europe regions, Australia and Mexico.





### Getac Service System (GSS)

By registering your devices on the Getac Service System (GSS), you have the ability to order replacement parts, purchase upgrades, manage your warranty and more.

#### Features include:

- Warranty Check
- Product Registration
- Service and Repair
- Getac System Recovery
- Drivers and Manuals
- Create Service Requests



# EXTENDED WARRANTY & SUPPORT OPTIONS

Our fully rugged product warranty includes accidental damage, ensuring enhanced total cost of ownership (TCO).



To prolong the life of your product and increase your return on investment (ROI), Getac offer extended device warranty from 3 to 5 years and beyond.



### **Accidental Damage Warranty**

Elevate your existing rugged warranty to also include accidental damage cover, giving total protection from accidental acts and exposure to environmental conditions, ensuring no additional costs or delays.



**Accessory Warranty** 

To ensure your accessories perform in-line with your total solution, we offer a range of warranty extensions to suit your business needs.





## **Keep Your SSD Warranty**

Getac protects customer data and takes reasonable precautions to protect your data while it is in our hands. However, some customers' devices hold sensitive data that they cannot take any risks. If you handle data of a sensitive nature, for national security or commercial reasons, Keep Your SSD Warranty is your option.



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#### Learn more about Getac warranty & support services.

#### GETAC.COM

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