



**Need help now?  
It's just around  
the corner.**

## Dynabook On-Site Limited Warranty Services

Not every business has the time to ship away or drop off their laptop for service, this is why Dynabook offers On-Site Repair. Working with our On-Site Team to determine the issue, we will send a certified repair technician with replacement parts to our customer's corporate location to resolve the issue with as little disruption as possible.

With Dynabook On-Site Service, you will receive a Toshiba/dynabook original service part on the next business day giving you the possibility to keep your workforce running smoothly to deal with inevitable disruptions without delay. Whenever an issue occurs, you get dedicated phone support, including remote diagnostics. If the service issue cannot be resolved, a Toshiba/dynabook certified professional will be dispatched to repair the device on-site within the next business day.\*1

### Service Specifications

Service Description	This service is a hardware repair service and includes a telephone diagnosis to determine the failure on your hardware. Should a repair be necessary, Toshiba/dynabook will dispatch a Toshiba/dynabook Certified Engineer to customer's location by the end of the next business day.*1 Please note that in order to qualify for the Next Business Day Response Service, the service claim must be logged with Dynabook Authorized Service Provider (ASP) before 12 p.m. local time.
Purchase Period	Can be purchased within 30 days of procurement of your Toshiba/Dynabook product
Compatibility	Compatible with Satellite Pro, Tecra and Portégé laptops
Country Coverage	Contact your local Dynabook Enterprise Consultants
Activation	Needs to be activated within 30 days following procurement. To activate your service, it must be registered online at <a href="http://asia.dynabook.com/warranty">asia.dynabook.com/warranty</a> .
Obtain Service	Visit <a href="http://asia.dynabook.com/support/call-support.php">asia.dynabook.com/support/call-support.php</a> and find the most recent contacts of your local Authorized Service Provider. The Authorized Service Provider is open from Monday to Friday between 9 a.m. and 5 p.m. local time, excluding public holidays

### Additional Services which can be added on top of the On-site Service



• **Battery Replacement Service:**

Add an additional Battery Replacement Service to extend also the warranty of the battery. You will get a free exchange after the battery standard warranty has ended.\*2



• **Hard Drive Retention Service**

Add an additional Hard Drive Retention Service and retain your defective hard drive should it need to be replaced.\*3

\*1 Next Business Day Response is subject to parts availability, Service Level Agreements, and availability of customer.

\*2 Battery Replacement: ONE free exchange after the battery standard warranty period has ended (1 year), if the battery capacity is less than 50%. The remaining battery capacity can be checked via the preinstalled PC Health Monitor.

\*3 Hard Drive Retention: The hard drive remains your property but will not be eligible for any ongoing support. Any additional products and components, as well as additional hard drives replaced under warranty, shall become the property of dynabook.

## TERMS AND CONDITIONS

### SERVICE DESCRIPTION

This On-site Warranty Service is a hardware repair service only and includes a telephone diagnosis to determine the failure on your Dynabook hardware. Should a repair be necessary, Dynabook will send a Dynabook Certified Engineer to your registered office location (within 50 km around major city) usually by end of next business day subject to parts availability and Service Level Agreements mentioned in section "Country Coverage".

The Next Business Day response time is defined as the time from the problem notification to the Dynabook Authorized Service Provider (ASP) until the on-site arrival of the Dynabook Certified Engineer at your location. Please note that in order to qualify for the Next Business Day Response Service, the service claim must be logged with the Dynabook Authorized Service Provider (ASP) before 12 p.m. local time.

This service applies to Dynabook Tecra, Portégé and selected Satellite Pro laptops (hereinafter called products).

This service upgrades the standard warranty of your Dynabook product with regards to the specified duration, service response level or service content. These terms and conditions therefore apply in addition to the standard warranty terms and conditions and shall prevail in case of conflict.

This service is only available for Dynabook products purchased in most Asian countries. For more details contact your local Dynabook enterprise consultants.

### REGISTRATION & SERVICE ACTIVATION

This service is only valid if purchased within 30 days of procurement of your Dynabook product and must be activated within 30 days after purchase. To activate your service, you must register the product through the following internet website: [asia.dynabook.com/warranty](http://asia.dynabook.com/warranty)

Please be ready to provide information about this service, your product and user data in order to register.

If your product is not registered at the time you contact the Dynabook Authorized Service Provider (ASP) for a service claim, the Next Business Day Response service might not apply.

This service is only valid for the Dynabook product for which it is registered.

### COUNTRY COVERAGE

#### a) Local Onsite Warranty Service

If you purchased a Local Onsite Service, it is only available in the country where it was purchased.

#### b) International Onsite Warranty Service

If you have purchased an International Onsite Service, it is available in all the countries listed on the following website: [dynabook.us/ios](http://dynabook.us/ios)

Dynabook reserves the right to sub-contract the service to a Dynabook Authorised Service Provider.

The International On-site Service only applies to Dynabook Tecra and Portégé.

### OBTAINING SERVICE

To obtain service, please contact your local Authorized Service Provider, which will be open weekdays between 9 a.m. and 5 p.m. local time, excluding public holidays. Please find the most recent contacts at: [asia.dynabook.com/support/call-support.php](http://asia.dynabook.com/support/call-support.php)

Our Authorized Service Providers have been trained and certified to diagnose any hardware problems and provide you with the fastest way to repair your Dynabook product. To help our ASP to identify the problem and respective replacement parts in the most efficient way, please be ready to provide a description of any failure that you have encountered.

The On-site Repair might not apply if the problem can be solved by the remote diagnosis.

Should On-site Repair be necessary, Dynabook will send a Certified Engineer to your location by the end of the next business day subject to parts availability and Service Level Agreements mentioned in section "Country Coverage". Service levels are response time objectives and may vary depending on location and are not guaranteed.

Dynabook, its Authorized Resellers and Service Providers reserve the right to request a proof of purchase (e.g. a paid and dated invoice from the Authorized Reseller) stating model and serial number, before accepting any service claim.

### CUSTOMER OBLIGATIONS

Please ensure that all data on your Dynabook product have been fully backed up before the On-site repair has been performed or before returning your product to your Dynabook Authorized Service Provider in connection with a warranty claim. Remove any confidential, proprietary or personal data and information.

Dynabook is not responsible for damage to or loss of any programs, data or removable storage media, or the restoration or reinstallation of any programs or data.

Dynabook shall not be liable for loss of profits or any consequential loss, loss of data, loss of software or the cost of software reconfiguration.

Dynabook reserves the right to invoice you for the logistic expenses if you were not available on the repair date and location agreed.

### PARTS & MATERIALS

Dynabook will, at its option, repair or replace the product or any parts covered by the standard warranty by new or refurbished parts free of charge during the whole service period, except batteries. The warranty for batteries is limited to 1 year due to the nature of the item, unless your purchased Service also includes a Battery Replacement Service option.

Any product or component repaired or replaced under this service shall be covered for the remainder of the warranty period applying to the product or component, or for three months, whichever is longer. All products and components that have been replaced under warranty shall become Dynabook's property.

If replacement of the keyboard is required, only English language keyboards or keyboards in the native language of the country where service is provided,

Customer will be notified of a chargeable repair in the event if the product repair is not covered under Dynabook Standard Limited Warranty condition.

### SERVICE LIMITATIONS

This service only covers parts and labor and does not apply to any failure or defect attributable to any extrinsic cause, accidental damage, improper use, transportation, wear and tear, viruses, use of non-Dynabook components or software, modification, adaptation, improper installation, improper maintenance, fixes of software or neglect.

This service does not apply to any software whatsoever. Should the repair of the product be related to a cause not covered by this service, Dynabook reserves the right to charge you for parts, labor and expenses.

This service and the standard warranty do not apply if failure of the product or component has resulted from service, maintenance or repair other than by a Dynabook Authorized Service Provider, or if the product or component labels/serial numbers have been altered or obscured.

If a failure of the hardware has already occurred prior to purchase of the service, this service will not cover the existing failure.

Accessories are not covered under this service. Please contact your local Dynabook Authorized Service Provider in case of any failure.

While our experience enables our technicians to fix almost every defect within one on-site visit, it may occur that your Dynabook product can't be fixed on-site due to complex defects or other reasons. In this case Dynabook preserves the right to take the device for repair and return it to you as soon as the problem got fixed. Due to the nature of some models certain repairs will also require a workshop based controlled environment, if a workshop based controlled environment is required to ensure a repair can be carried out fully Dynabook reserve the right to carry out a pick-up and return service.

Please refer to the standard warranty terms and conditions delivered with your product for further information about the warranty exclusions.