



# Platinum Support Service

## Maximum Service for Maximum Performance.

dynabook's Platinum Support Service is the first-class solution to keep your business running. It includes an exclusive blend of services aimed at managing disruptions in the quickest and most efficient way.

Should a device become in need of repair, you'll get an immediate response to solve the issue and if required, a Toshiba/dynabook certified professional will be dispatched to your location within the next business day<sup>1</sup>. With maximum support on-site, you can get back to business without any delay.

To make the Platinum Support Service a perfect fit, a dedicated account manager and a personalised support portal enables you to keep track of all your mobile assets. Dedicated support includes remote diagnostics to report the status of the devices, so you can proactively reduce the risk of interruptions.

### Service Specifications

Service Description	<p>This service includes:</p> <ul style="list-style-type: none"> <li>• <b>On-site Service:</b> After a telephone diagnosis, a Toshiba/dynabook Certified Engineer will be dispatched to your location by the end of the next business day<sup>1</sup> (cut-off time for service case logging: 3 p.m. local time)</li> <li>• A <b>Hard Drive Retention Service</b> to retain your defective hard drive should it need to be replaced<sup>2</sup></li> <li>• A <b>Business Support Portal</b> which is dedicated to you with your asset information and where you can log your service requests including status information of the requests within your company</li> <li>• Direct access to our <b>professional support centre</b></li> <li>• A dedicated service <b>account manager</b> for you</li> <li>• Monthly <b>performance reports</b> (if required)</li> </ul>
Services Offering	3 years Platinum Support Service including Hard Drive Retention and Business Support Portal (PSUP123EU-V).
Purchase Period	Can be purchased within 90 days of procurement of your Toshiba/dynabook product.
Compatibility	Compatible with Satellite Pro, Tecra and Portégé.
Country Coverage	Available in Austria, Bahrain, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Jordan, Kenya, Kuwait, Latvia, Lebanon, Lithuania, Luxembourg, Netherlands, Nigeria, Norway, Oman, Poland, Portugal, Qatar, Romania, Saudi Arabia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, United Arab Emirates and the United Kingdom. The availability of Next Business Day response is subject to the Service Level Agreement of the respective country. This can be viewed in the service's terms and conditions within the section 'Country Coverage'.
Activation	The service needs to be activated within 30 days following procurement. To activate your service, it must be registered online at <a href="http://toshiba.eu/registration">toshiba.eu/registration</a> .
Obtain Service	Visit <a href="http://toshiba.eu/asp-locator">toshiba.eu/asp-locator</a> and find the most recent contacts of the Support Centre or your local Authorised Service Provider. The Support Centre is open from Monday to Friday between 9 a.m. and 5 p.m. local time, excluding public holidays.
Easy Care / Customer Replaceable Units (CRU)	Some parts can easily be replaced by the user themselves (Customer Replaceable Units = CRU). If this is the case, whenever possible, we will offer to ship the replacement unit to you by the next business day.

### Additional Services which can be added on top of the Platinum Support 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.<sup>3</sup>  
3 years Platinum Support Service including Hard Drive Retention, Battery Replacement & Business Support Portal (PSUP123EU-VBY)



#### • Docking Replacement Service:

Add an additional Docking Replacement Service to extend also the warranty of your Port Replicator or dynadock™.<sup>4</sup>  
3 years Platinum Support Service including Hard Drive Retention, Docking Replacement & Business Support Portal (PSUP123EU-VDS)

<sup>1</sup> Next Business Day Response is subject to parts availability and Service Level Agreements.

<sup>2</sup> 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.

<sup>3</sup> 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. If CRU is applicable, the replacement battery will be shipped to you.

<sup>4</sup> Docking Replacement: When claiming a Docking Device as defective, a new or refurbished Docking Device that is equal to a new product in performance will be sent to you. If requested by dynabook, the defective Docking Device has to be returned to dynabook at dynabook's expense. In the event that the defective Docking Device is not received by dynabook within fifteen (15) working days following receipt of the new or refurbished Docking Device, you will be charged the retail value of the replaced Docking Device.