



TOUGHBOOK PREFERRED

OVERVIEW

Toughbook Preferred provides your organization with an industry-leading warranty and web-based resources to review service data in order to increase user uptime. Your organization will have unlimited access to our toll-free technical support hotline, 24 hours a day, 365 days a year, overnight shipping with our Priority Exchange program and on all repairs sent to our National Service Center, as well as access to our Technical Field Managers (TFMs). When your organization has internal resources allocated for your Toughbook® computer deployment, Toughbook Preferred provides your organization with the best total solution.

Learn more: [1.800.662.3537](tel:18006623537) / panasonic.com/toughbook/services

TOUGHBOOK®



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SERVICE BENEFITS

- Unlimited access to dedicated technical support representatives, 24 hours a day, 365 days a year, regardless of warranty status for your Toughbook computers.
- Streamlined repair process with faster turnaround times and next-business-day shipping within the United States.
- Improved return on investment with service trend analysis, allowing your organization to quickly identify user issues.

LIFE OF PRODUCT SERVICES

Unlimited access to our toll-free technical support hotline, 24 hours a day, 365 days a year at 1.800.LAPTOP5, for as long as your Toughbook computer is used in the field. This is a strong benefit because Toughbook computers are known for outlasting their warranty. Panasonic will provide parts availability on all repairs for 7 years after a model is discontinued, as well as end-of-life recycling at no charge when your unit is sent to our designated recycling facility.

IN-WARRANTY SERVICES

Preferred handling at our National Service Center and next-business-day shipping within the United States is

included in the cost of Toughbook Preferred. Preferred handling guarantees your organization's repairs will be completed in 2 days or less. Priority Exchange of user-replaceable parts will be shipped next-business-day. Your organization will not incur any additional costs when a computer is sent to our National Service Center and there is No Fault Found. We will also repair any minor cosmetic issues at the National Service Center as part of an in-warranty repair. Finally, a field consulting support visit will be provided by a TFM on an annual basis when additional technical training, application support, after-deployment issue troubleshooting, or problem resolution is needed.

ONLINE SERVICE ANALYSIS

Your organization's administrators can monitor your service history data on all Toughbook computers sent to our National Service Center for repair. Easy access to this data gives your administrators the ability to identify user issues. Often when service trend analysis is performed, the issues identified can be quickly resolved by providing your users with additional training to increase their productivity. All system reports can be sorted by department, model, date and failure type. Additionally, our web-based tool allows your administrators to set up "watches" to identify pre-defined events that have impacted your organization in the past.



PRICING INFORMATION

To extend Toughbook Preferred and the Toughbook computer warranty period by 1 or 2 years, please refer to the Extended Warranty Brief.

SKU	Description	Price*
CF-S09SLB	3 years of Toughbook Preferred Services	\$80 per unit

*Specifications and prices are subject to change without notice.

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