

Getac S²

SERVICE & SUPPORT = TOTAL CARE

**BUMPER
— TO —
BUMPER**

BEYOND EXPECTATION

The new standard warranties for our fully rugged products go beyond what you might expect and make the decision of choosing Getac that much easier.

With accidental damage now included in 3 or 5 year fully rugged warranty packages you can be assured your units will be back up and running without the worry of additional cost or extended downtime should the unexpected happen.

TOTAL REPLACEMENT

If your unit cannot be repaired Getac will replace it with a unit of equal or greater specification.

HASSLE FREE

No more internal challenges waiting for estimates and approvals, just report your product issue via our Service Request system and we'll take care of the rest.

NO SURPRISES

Have the confidence that your project budget is fixed with no surprises regardless of failure, accident or market fluctuations.

In cooperation with



DHL AND GETAC — COMBINING TO PROVIDE A NEXT-BUSINESS DAY COLLECTION SERVICE

- Taking all the hassle out of servicing
- No need to find packaging or boxes – the DHL courier looks after everything**
- There are no worries for you about proof of despatch
- DHL can notify you by text when the unit will be collected

STANDARD THREE YEAR WARRANTY HIGHLIGHTS

Getac fully rugged tablets and convertibles come with 3 years Bumper-to-Bumper warranty, including accidental damage, as standard. This includes Getac's Pack & Collect service to ensure the shortest possible time before the device is back in service. Getac will repair or replace the device in line with terms and conditions.

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3 Years Bumper-to-Bumper Warranty as Standard*

ZX70 Tablet / EX80 Tablet / T800 Tablet
F110 Tablet / V110 Convertible
A140 Tablet / RX10 Tablet / RX10H Tablet
MX50 Tablet / PS336 Handheld

STANDARD FIVE YEAR WARRANTY HIGHLIGHTS

Getac fully rugged laptops come with 5 years Bumper-to-Bumper warranty, including accidental damage, as standard. This guarantees you a cost-effective and efficient support package of Getac quality repair in the event of accident or product failure. Getac will repair or replace the device in line with terms and conditions.

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5 Years Bumper-to-Bumper Warranty as Standard*

B300 Notebook
X500 Notebook**
X500 Mobile Server**

OUR WARRANTY PROMISE

- Only genuine Getac approved parts used in any repair
- Highest quality repair by Getac qualified technicians in our own customer-centric support centre
- Standard and consistent repair management
- Getac control and ownership for entire repair process
- Collection from your base at a time pre-notified to you by text
- DHL courier who packs your unit in specially designed protective casings
- Point-to-point service that speeds up entire service process
- Getac control and accountability door-to-door

YOUR SERVICE AND REPAIR PROCESS

- Log Service Request on Getac Service System (GSS) providing collection address and notification mobile number – receives notification of next day collection and unit is collected and returned to Getac
- Upon receipt of Service Request unit full diagnostics will be carried out and unit will be repaired
- All units are aimed at being returned within 6 working days after first booking Service Request on GSS system
- Unit will be soak-tested, cleaned and shipped back to required address

HELPDESK:

English: +44 (0)1952 207 228
German: +49 (0)211-984819-0
Italian: +39 039 617720

Getac European Service Centres
Telford, UK & Brussels, Belgium

*The above service offering is only applicable on products purchased after 1 May 2017 and for collections within the European Economic Area, Switzerland & the United Kingdom. **Pack & Collect service cannot be applied to X500 and X500 Server due to device size.