



SERVICE & SUPPORT = TOTAL CARE



STANDARD WARRANTY

Our Standard Warranty package covers 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.



5 Years Return to Base

X500 / B300 / V100
V200 / E100A / E110

3 Years Return to Base

S400 / Z710 / PS236
PS336 / V110 / F110

WARRANTY BENEFITS

- ✓ Highest quality repair using fully qualified technicians in a customer-designed support centre
- ✓ Getac ownership and control for repair process – less hassle and customer inconvenience
- ✓ Only genuine Getac-approved parts used in any repair
- ✓ Standard and consistent repair management



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STANDARD WARRANTY

WARRANTY DESCRIPTION

Standard warranty provision covers all system components in line with terms and conditions relating to failures experienced under each product's normal and anticipated usage.

- Getac is confident enough in its build quality to back its products with an industry-leading 5 year support package
- Simple but effective
- Book the RMA and ship the units when you're ready
- Once at our European Service Centre, repairs are efficiently processed so that products are away from your business for no more than 5 working days from receipt of RMA into Getac Service Centre

SERVICE UPGRADES

3 Years Collect and Return

4/5 Years Return to Base

4/5 Years Collect and Return

3/4/5 Year Z710 Extended Battery Service

3/4/5 Year Protection Plus (accidental damage cover)

Up to 7 Years support based on project request

WARRANTY PROCEDURE

- Log RMA on Getac Global Support System – GSS
- Once logged, ship RMA unit in appropriate package with printed RMA details to Getac Service Centre
- Upon receipt of RMA unit full diagnostics will be carried out and unit will be repaired
- Unit will be soak-tested, cleaned and shipped back to required address
- The goal of Getac service is to minimise the time any unit is away from your business and so we aim to turn around all RMA units within 5 days from arrival at the Getac service facility



HELPDESK:

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