



# SMART BATTERY WARRANTY

Ensure your Toughbook devices continue to perform at their best.

The Toughbook Smart Battery Warranty provides protection against battery degradation for up to 3 years, guaranteeing optimum operational efficiency beyond the standard 6-month cover.

The Toughbook Smart Battery Warranty includes Smart Service Lite battery life analytics, powered by B2M, which report on battery health and are delivered to you using an email notification service. The smart battery technology will alert you in advance of those batteries deployed in the field reaching a low capacity level. The email will be distributed to your nominated administrators and the Panasonic service team to enable a proactive and targeted provision of batteries and replacement in the field.

Maintain device performance and maximise up-time with the Toughbook Smart Battery Warranty:

- Replacement of batteries that drop below 50% capacity during normal use
- Automatic email notification when battery health deteriorates
- Access to full Toughbook Smart Service dashboard for 60 days\*, showing real-time utilisation analytics
- Maintain workforce performance and productivity levels
- Reduced costs associated with battery failure and replacement
- Reduced downtime with next-day replacement battery despatch\*\*
- Ensure that fresh, new batteries are always ready when needed

SKU	DESCRIPTION
82	3-year Smart Battery Warranty with Smart Service Lite

# WARRANTY INFORMATION

**With the Toughbook Smart Battery Warranty, the user will receive a replacement battery when requested from the Panasonic Service Centre.**

The specially designed Smart Service Lite software will monitor the State of Health of the battery and flag up when the charge capacity drops below 50% of the initial design capacity.

The battery capacity must drop below 50%, as determined by the Smart Service Lite software, to make a claim.

Smart Service Lite must be installed to take full advantage of the Smart Battery Warranty benefits.

This warranty can only be purchased at point of sale and will be activated in line with the standard device warranty.

This warranty can only be applied to devices with Smart Battery-enabled products.

This warranty does not cover damage that occurs in shipment or failures that are caused by products not supplied by Panasonic, or failures that result from alteration, accident, misuse, introduction of liquid or other foreign matter into the unit, abuse, neglect, installation, improper maintenance, modification or service by anyone other than our Panasonic Service Centre or a Panasonic Authorized Service Partner or damage that is attributable to acts of God.

**This warranty comes with a 60-day trial of the full Toughbook Smart Service performance analytics package. The 60 days start when token is activated.**

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<https://business.panasonic.com.au/computer-product/>



# WARRANTY PROCEDURE

01 The State of Health of the battery is determined by Smart Service Lite to be under the threshold set by Panasonic of 50%

02 Notification is sent to customer (to email address agreed up front) and to Panasonic service representative, detailing which battery (by serial number) is affected.

03 Panasonic service representative will contact customers to organise the despatch of a replacement battery by the next working day\*\*.

04 Customer can dispose of old battery through their own disposal methods under the WEEE directive. Alternatively, if you have no current method of disposal, please contact Panasonic and we can arrange it for you.

Contact us at [business.panasonic.com.au/computer-product/contact-sales-support](https://business.panasonic.com.au/computer-product/contact-sales-support)



\*Further information on Toughbook Smart Service available here: <https://business.panasonic.co.uk/computer-product/protect/smart-service>. \*\*Applicable for mainland Europe. Shipments outside the EU are chargeable and may not be available. Replacement battery requests must be made by 2pm to ensure next working day despatch (Mon-Fri, excluding bank holidays). Please be assured that any data submitted relating to this warranty will be processed in accordance with the General Data Privacy Regulation. For further information please refer to our Privacy Policy on our website. Privacy policy: <https://business.panasonic.co.uk/computer-product/privacy-policy>

**TOUGHBOOK**