

# Getac

Rugged Mobile Computing Solutions



## GETAC WARRANTY & SUPPORT SERVICES

Our comprehensive options provide total piece of mind  
and flexibility for your devices



# OUR SUPPORT SERVICES

We understand the importance of keeping you operational at all times, minimising downtime. We have an extensive range of support services giving you control and flexibility.



## Self-Maintainer

To keep your devices functioning at peak performance, the Getac Self-Maintainer Program allows you to replace consumable parts in the field, reducing downtime and operational impact to your workforce during the warranty period.

- Zero Downtime
- Work to Your Schedule
- Claim 2 Free Items per Device



## Getac Service System (GSS)

By registering your devices on the Getac Service System (GSS), you have the ability to order replacement parts, purchase upgrades, manage your warranty and more.

### Features include:

- Warranty Check
- Product Registration
- Service and Repair - standard and buffer swap online claims
- Getac System Recovery
- Drivers and Manuals
- Create Service Requests



# EXTENDED WARRANTY & SUPPORT OPTIONS

Our fully rugged product warranty includes accidental damage, ensuring enhanced total cost of ownership (TCO).



## Extended Warranty

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To prolong the life of your product and increase your return on investment (ROI), Getac offers extended device warranty from 3 to 5 years and beyond.



## Accidental Damage Warranty

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Elevate your existing rugged warranty to also include accidental damage cover, giving total protection from accidental acts and exposure to environmental conditions, ensuring no additional costs or delays.



## Accessory Warranty

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To ensure your accessories perform in-line with your total solution, we offer a range of warranty extensions to suit your business needs.



## Battery Warranty

We understand battery performance is essential to ensure your mobile workforce remains productive. If your battery performance drops below 50% charge capacity from new, we will offer a replacement via the repair loop.

\* Batteries must ship into the repair loop fitted within the device.



## Keep Your SSD Warranty

Getac protects customer data and takes reasonable precautions to protect your data while it is in our hands. However, some customers' devices hold sensitive data that they cannot take any risks. If you handle data of a sensitive nature, for national security or commercial reasons, Keep Your SSD Warranty is your option.



## Loan Swap Services

Getac can provide a variety of next business day loan swap services for units and accessories.

- In the unlikely event of a failure, the loan swap service ensures next working day replacement devices for your workforce.
- Customers can choose from a hot swap service where the user receives a replacement device next working day or an advanced exchange service which includes a temporary loan device until the original device is repaired and returned.
- All swap devices are maintained to the highest standard throughout the support period.
- Our dedicated service team proactively manage the end-to-end process, whilst keeping you informed every step of the way.





Learn more about  
Getac warranty & support services.

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