



**Toshiba TEC Australia  
Extended Warranty and Onsite Service**



## Introduction

Toshiba TEC Australia only manufacture and sell the highest quality products to our customer which means that when you buy our products you are always guaranteed of exceptional quality.

For some customers this product quality and the standard warranty offered by Toshiba TEC Australia is sufficient however in many cases the operation of a business necessitates additional assurance and services to ensure there is no disruption to your business or customers.

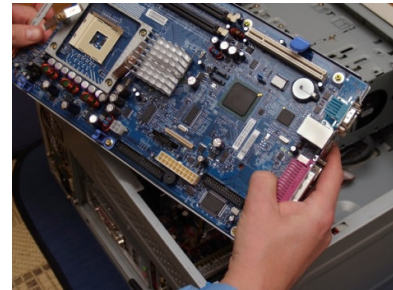
This is why Toshiba TEC Australia has defined the additional services documented in this brochure.

Regardless of your decision to take-up additional services I would like to thank you for considering the purchase of equipment from Toshiba TEC Australia and our Authorised Resellers. I am sure you will be very happy

with the performance of our equipment and the team at Toshiba TEC Australia look forward to a long-term relationship with your company.

## Toshiba TEC Service Options

Recognising that not all customers are the same we have defined the following services for your consideration, should you have any questions about these services please speak to your Toshiba TEC Australia Authorised Reseller who will provide you with this documentation.

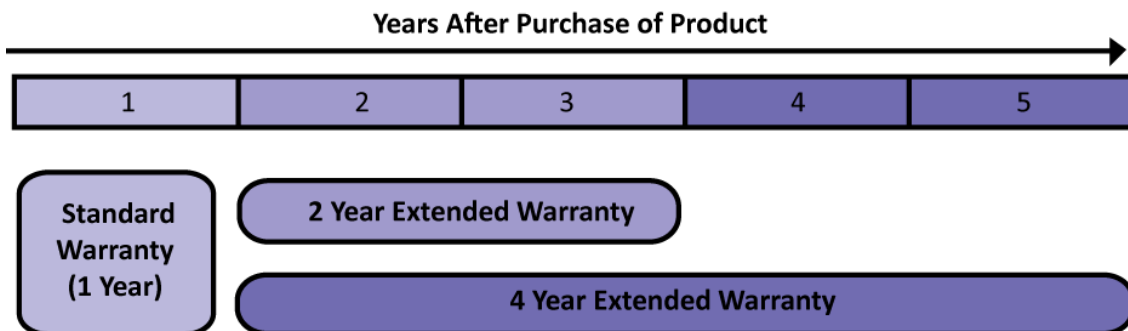


## Extended Warranty

Toshiba TEC Australia offers the option to extend the manufacturers warranty on products purchased from Toshiba TEC Australia or our Authorised Resellers provided that this option is taken up at the time the products are purchased.

The standard manufacturers warranty offered by Toshiba TEC Australia on products purchased is typically 12 months (check individual product warranty statement for details as terms vary for some items like consumables and accessories).

The manufacturers warranty can be extended by 2 or 4 years to a total of 3 or 5 years for most products manufactured by Toshiba TEC.



The benefit of extended warranty is the assurance that Toshiba TEC Australia stands behind any manufacturing defects found to exist in the products for the duration of the extended warranty. This gives you the peace of mind that should a problem occurs, the product can be returned to Toshiba TEC Australia for service and repair.

Subject to the terms of the warranty policy the cost of parts and labour required to repair or replace the product are the responsibility of Toshiba TEC Australia.

If you are interested in purchasing our Extended Warranty, please ask our Authorised Reseller to complete the registration form at the time the products are purchased. Toshiba TEC Australia will then send to you documentations certifying the products and extended warranty cover.

## On-site Maintenance

Many customers want the additional assurance that any failure of equipment regardless of warranty is rectified within a given time-frame to minimise disruption to their business. Our Authorised Reseller may suggest this service to you in particular if you have multiple sites where not all locations can be serviced locally.

Toshiba TEC Australia provides an excellent on-site maintenance service for all Australian customers, this service is often tailored to meet the specific requirements of each customer as operational conditions and the location and type of equipment used vary.



Toshiba TEC Australia can provide on-site maintenance throughout Australia, even in some of the most remote locations, we can do this by utilising our own staff and agents which are all trained and supported by Toshiba TEC Australia.

On-site maintenance requires that you enter into a fixed price agreement for on-site maintenance of specific products which will be listed in a maintenance agreement. Should this product fail during the term of the agreement you will be given a number to call to log the fault with the Toshiba TEC service support desk. Once the call is logged we will arrange to have the problem rectified within the agreed timeframe.

The benefits of on-site maintenance includes the assurance of rectification of faults within an agreed time-frame and all costs associated with repair and service of the product (except where the product has been subject to accidental damage or abuse) will be covered by Toshiba TEC Australia.

Note that on-site maintenance only covers the support of Toshiba TEC hardware faults or other 3<sup>rd</sup> party hardware which is accepted as part of the maintenance agreement. Please discuss separately with our Authorised Reseller for any software support which may be provided as part of a solution.

## Other Services

Toshiba TEC Australia offer other services depending on the specific requirements of customers, these include:

### 1. Installation

Utilising our own staff and agents around the country we always support our Authorised Resellers with the installation of hardware.

## 2. Hardware Commissioning and Direct ship to site

To expedite the installation and delivery process we can stage the required hardware at our warehouse, image hard disk drives and set-up hardware for a specific customer projects so that everything can be shipped direct to site for installation when it is required.

## 3. Fixed Price repair agreement for non-warranty repairs

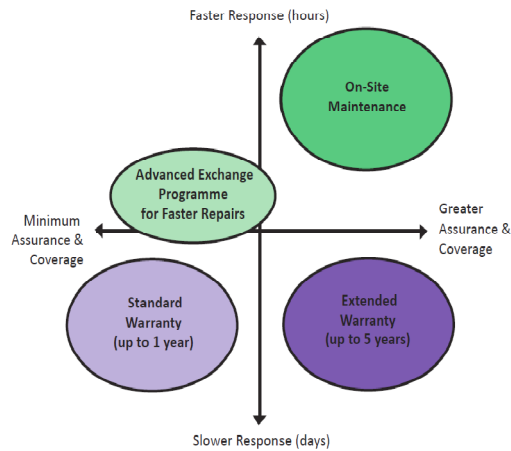
For some larger projects Toshiba TEC Australia can agree on a fixed price to repair products even if they fail outside of warranty terms.

## 4. Advance Exchange programme

Often in conjunction with a fixed price repair agreement Toshiba TEC Australia can keep a number of spare products specifically assigned to a project for advance shipment should a product fail on-site. Although this is not as fast as having a technician attend site directly it is a lower cost alternative to on-site maintenance where immediate repair of equipment is not mission critical to a business.

### Summary of Service Options

The following chart illustrates the benefits of the different services and warranty options in terms of service response and assurance. As you can see there are several services available from Toshiba TEC Australia and our Authorised Resellers will also have their own service offers, we recommend that you consult with our Authorised Resellers to find out the best option for your business.



### Contact Us

To find out how you can purchase our extended warranty and onsite maintenance service, please contact us on (02) 8845 6222 – Sydney / (03) 8541 7981 – Melbourne or contact your Toshiba TEC Authorised Reseller.

Toshiba TEC Authorised Reseller:

#### TOSHIBA TEC AUSTRALIA

Unit 1, 9-11 South Street Rydalmere NSW 2116

T. +61(2) 8845 6222

F. +61(2) 9680 0892

sales@toshibatec.com.au

www.toshibatec.com.au