



Platinum Support Service

Maximum Service for Maximum Performance.

Toshiba's Platinum Support Service is the first-class solution to keep your business running. It includes an exclusive blend of services aimed at managing disruptions in the quickest and most efficient way.

Should a device become in need of repair, you'll get an immediate response to solve the issue and if required, a Toshiba certified professional will be dispatched to your location within the next business day. With maximum support on-site, you can get back to business without any delay.

To make the Platinum Support Service a perfect fit, a dedicated account manager and a personalised support portal enables you to keep track of all your mobile assets. Dedicated support includes remote diagnostics to report the status of the devices, so you can proactively reduce the risk of interruptions.

Service Specifications

Service Description	<p>This service includes:</p> <ul style="list-style-type: none"> • On-site Service: After a telephone diagnosis, a Toshiba Certified Engineer will be dispatched to your location by the end of the next business day^{*1} • A Hard Drive Retention Service to retain your defective hard drive should it need to be replaced^{*2} • A Business Support Portal which is dedicated to you with your asset information and where you can log your service requests including status information of the requests within your company • Direct access to our professional support centre • A dedicated service account manager for you • Monthly performance reports (if required)
Service Offer	3 years Platinum Support Service including Hard Drive Retention and Business Support Portal (PSUP123EU-V)
Purchase Period	Can be purchased within 90 days of procurement of your Toshiba product.
Compatibility	Compatible with Toshiba Satellite Pro, Tecra and Portégé.
Country Coverage	Available in Austria, Bahrain, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Jordan, Kuwait, Latvia, Lebanon, Lithuania, Luxemburg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Oman, Qatar, Romania, Saudi Arabia, Serbia, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Turkey, United Arab Emirates and the United Kingdom. Depending on the country, the service will be provided within a 50 or 100 km radius of a major city. Should the product be located outside this radius, the service will be provided on a best effort basis.
Activation	The service needs to be activated within 30 days following procurement. To activate your service, it must be registered online at toshiba.eu/registration .
Obtain Service	Visit toshiba.eu/asp-locator and find the most recent contacts of the Toshiba Support Centre or your local Authorised Service Provider. The Toshiba Support Center is open from Monday to Friday between 9 a.m. and 5 p.m. local time, excluding public holidays.
Easy Care / Customer Replaceable Units (CRU)	Some parts can easily be replaced by the user themselves (Customer Replaceable Units = CRU). If this is the case, whenever possible, we will offer to ship the replacement unit to you by the next business day.

Additional Services which can be added on top of the Platinum Support Service



• Battery Replacement Service:

Add an additional Battery Replacement Service to extend also the warranty of the battery. You will get a free exchange after the battery standard warranty has ended.^{*3}
3 years Platinum Support Service including Hard Drive Retention, Battery Replacement & Business Support Portal (PSUP123EU-VBY)



• Docking Replacement Service:

Add an additional Docking Replacement Service to extend also the warranty of your Toshiba Port Replicator or dynadock™.^{*4}
3 years Platinum Support Service including Hard Drive Retention, Docking Replacement & Business Support Portal (PSUP123EU-VDS)

^{*1} Next business day response: In order to qualify for Next Business Day response, the service claim needs to be logged before a cut-off time (3:00 PM). Next business day response is subject to parts availability.

^{*2} Hard Drive Retention: The hard drive remains your property, but will not be eligible for any ongoing support. Any additional products and components, as well as additional hard drives replaced under warranty, shall become the property of Toshiba.

^{*3} Battery Replacement: ONE free exchange after the battery standard warranty period has ended (1 year), if the battery capacity is less than 50%. The remaining battery capacity can be checked via the preinstalled PC Health Monitor. If CRU is applicable, the replacement battery will be shipped to you.

^{*4} Docking Replacement: When claiming a Docking Device as defective, a new or refurbished Docking Device that is equal to a new product in performance will be sent to you. If requested by Toshiba, the defective Docking Device has to be returned to Toshiba at Toshiba's expense. In the event that the defective Docking Device is not received by Toshiba within fifteen (15) working days following receipt of the new or refurbished Docking Device, you will be charged the retail value of the replaced Docking Device.