

Getac S²

SERVICE & SUPPORT = TOTAL CARE

Getac S²
**PACK &
COLLECT
WARRANTY**



RELY ON US.

Customers seeking the best in rugged computing technology are choosing Getac because of our commitment to customer satisfaction. Getac devices have one of the lowest failure rates in the industry and because of that we can offer our 3 year Pack & Collect Warranty cover as standard on our semi-rugged devices.

WITH OUR SERVICE CENTRES, GETAC IS NOW EVEN MORE CUSTOMER CENTRIC

With Getac's Pack & Collect cover, should your device fail, it will be called for by a DHL courier who will pack the unit in a state-of-the-art protective casing for despatch to one of our service hubs. Once fully repaired, DHL will return it to you in the same way ensuring full protection at all times.

THE KIT IS ALL YOURS — THE RESPONSIBILITY IS ALL OURS

From the moment our courier arrives Getac assumes responsibility for your equipment. This de-risks transfer between your site and our hub. The fact our courier packs the unit means a lot less hassle for you – simply have it ready for collection and we do the rest.

In cooperation with



DHL AND GETAC — COMBINING TO PROVIDE A NEXT-BUSINESS DAY COLLECTION SERVICE

- Taking all the hassle out of servicing
- No need to find packaging or boxes – the DHL courier looks after everything
- There are no worries for you about proof of despatch
- DHL can notify you by text when the unit will be collected



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STANDARD THREE YEAR SEMI-RUGGED WARRANTY

Offering the same quality and service as our fully rugged warranty, although without accidental damage protection, this option provides DHL Courier 'pack, collect and return service' between your site and our European Service Hubs. This way you ensure your unit is out of your business for the shortest possible time.

OUR WARRANTY PROMISE

- Only genuine Getac approved parts used in any repair
- Highest quality repair by Getac qualified technicians in our own customer-centric support centre
- Standard and consistent repair management
- Getac control and ownership for entire repair process
- Collection from your base at a time pre-notified to you by text
- DHL courier who packs your unit in specially designed protective casings
- Point-to-point service that speeds up entire service process
- Getac control and accountability door-to-door

YOUR SERVICE AND REPAIR PROCESS

- Log Service Request on Getac Service System (GSS) providing collection address and notification mobile number – receives notification of next day collection and unit is collected and returned to Getac
- Upon receipt of Service Request unit full diagnostics will be carried out and unit will be repaired
- All units are aimed at being returned within 6 working days after first booking Service Request on GSS system
- Unit will be soak-tested, cleaned and shipped back to required address

SERVICE UPGRADES

4/5 Years Pack and Collect

3 Years Bumper to Bumper

4/5 Years Bumper to Bumper

Up to 7 Years support based on project request

HELPDESK:

English: +44 (0)1952 207 228

German: +49 (0)211-984819-0

Italian: +39 039 617720

Getac European Service Centres

Telford, UK & Brussels, Belgium