

Getac

Rugged Mobile Computing Solutions



GETAC WARRANTY & SUPPORT SERVICES

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

GETAC TOTAL WARRANTY COVER (BUMPER-TO-BUMPER)

Our fully rugged device warranty includes accidental damage at no extra cost, ensuring enhanced total cost of ownership (TCO).

RUGGED WARRANTY FOR S410 / S510

Collect & Return provides a hassle-free and environmentally conscious logistics service for Getac devices that fail under warranty.



OUR WARRANTY COVER

Our warranty packages cover all system components in line with terms and conditions covering product failures under normal and anticipated usage. Extremely cost-effective, it guarantees Getac quality repairs in the event of a product failure.

		Tablets						Laptops					
		F110	F120	K120	UX10	ZX10	ZX80	B360, B360 Pro, B360 Plus	S410	S510, S510AD	V110	V120	X600, X600 Pro, X600 Server
	3 Years	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓
	3 Years								✓	✓			
	3 Years	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

*Collect & Return services are available only in the EEA, Norway, Switzerland, and the UK. Other European countries are Return to Base.



Getac Collect & Return

Providing a hassle-free and environmentally conscious return service for Getac devices that fail under warranty. If your equipment fails, we will send an express courier to collect the unit from your requested location to one of our service hubs. Once repaired, Getac will return it in the same way, fully protected. By leveraging your original packaging for any faulty device returns, we can reduce cardboard consumption and improve environmental sustainability.

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

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

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

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



Pooled Warranty

The pooled warranty allows multiple eligible repairs to be drawn from a shared pool, providing flexible coverage, simplified management, and predictable maintenance costs.



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.

GETAC.COM

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