

# 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

*\* Applicable for USA, Europe regions, Australia and Mexico.*



## 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
- 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 offer 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.



## 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.



Learn more about  
Getac warranty & support services.

**GETAC.COM**

© Copyright 2026 Getac Technology Corporation and/or its affiliates. All rights reserved. Specifications subject to change without notice.  
Please refer to our website for latest information: [www.getac.com](http://www.getac.com)