



World-Class **Support** for Leading-Edge Laptops

Dynabook's commitment to our customers extends beyond delivering leading-edge mobile computing solutions. It includes the company's world-class Service and Support programs featuring the flexibility to minimize disruptions and maximize productivity for our customers. From a range of industry-leading warranty options to a globally based engineering team, Dynabook supports businesses through a comprehensive offering of programs including Depot Repair, Carry-In, On-Site¹, Customer Replaceable Parts, Online Support and Technical Phone Support options. We don't expect our customers to need us, but just in case our world-class team is standing by to keep your business productive.

We call it the *Dynabook Difference*.



Online Support | support.dynabook.com

Dynabook offers extensive Online Support through our Website. Customers can access product support, download system drivers and software updates, use our vast archive of community forums to find answers to questions, order replacement parts and track the status of a repair as well as register products and review warranty information.

Customers can also take advantage of our Troubleshooting Assistant to help solve problems and order customer replaceable parts such as AC Adapters, solid state drives (SSD), hard disc drives (HDD) and batteries subject to Dynabook's standard limited warranty terms.



Phone Support | 800-457-7777

Dynabook offers complimentary phone support. Our phone technicians are highly trained and a key component to getting our customers back to business. Our technicians provide Technical Service and Support, ASP (Authorized Service Provider) locator tool support, Depot and On-Site Service dispatch, Warranty resolution and Customer Relations.



Carry-In Service

Dynabook has trained and certified more than 1,000 Authorized Service Providers (ASP) worldwide to diagnose and repair our laptops. Our service providers are easy to find via our ASP locator tool on the Dynabook Support Website.



Depot Repair Service

Our Dynabook Depot Repair Service offers customers a convenient mail-in service option. Once it has been determined the laptop needs a closer look, we will ship a box via next day air, provide pre-paid return shipping labels all at no cost to the customer. We strive to complete the process, including repair, in less than five business days.



On-Site Repair¹

Not every business has the time to ship away or drop off their laptop for service, this is why Dynabook offers On-Site Repair. Working with our On-Site Team to determine the issue, we will send a certified repair technician with replacement parts to our customer's corporate location or home office (within metropolitan city limits) to resolve the issue with as little disruption as possible.



Customer Replaceable Parts

For easily swappable items like batteries, memory modules, HDD/SSDs and AC adapters, our customers can request a next-day replacement through the Dynabook Online Troubleshooting Assistant or Dynabook Business Support Center subject to Dynabook's standard limited warranty terms.



Self-Service Programs

Dynabook offers two Self Service Programs for customers with the resources and skill to perform repairs in-house. Both programs provide easy access to repair information and part ordering through our tClaim web portal. The first, called EasyCare², affords qualifying customers the ability to replace easy-to-replace laptop items and partner with local ASPs for complicated repairs. While DirectCare³ allows qualifying customers to perform repairs in-house like an ASP and make warranty claims for warranty reimbursements.



	EasyCare ⁴	DirectCare ⁴
	Repair Easy-to-Replace items	Perform Repairs In-House like an ASP
	Partner with local ASP for more complicated repairs (System boards, LCDs, etc.)	
Web access to Dynabook claim & parts ordering	✓	✓
Web access to Service Provider knowledgebase (Parts diagrams, issue alerts and support bulletins)	✓	✓
Web access to technical data, pricing and other service and support information	✓	✓
Deferred billing for all warranty part orders	✓	✓
Prepaid freight for warranty cross ship parts	✓	✓
Warranty Reimbursement for labor claims		✓

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1. On-Site Repair. This service is available at an additional cost.

2. EasyCare: Requires a minimum installed base of 200 units.

3. DirectCare: Requires a minimum installed base of 1,000 units.

4. Minimum installed based required.