

Fujitsu Computer System's QualityCare Service Plan Overview

Notebooks & Active Tablets

AVAILABLE NOW!! Fujitsu Computer Systems is proud to announce the most comprehensive Service Plan for our notebook products. This new program covers non-intentional, accidental damage during the warranty period. This program applies to all Notebooks and Active Tablet PC's.

What kind of damage is covered?

Some examples of non-intentional damage that are covered are:

<u>Cause of Failure</u>	<u>Resolution Description</u>
Liquid spilled on or in unit	Repaired or unit replaced
Drops, falls, and other collisions	Repaired or unit replaced
Electrical surge	Repaired or unit replaced
Damaged or broken LCD due to drop or fall	Repaired
Accidental breakage (multiple pieces)	Repaired or unit replaced

Damage caused by intentional acts, fire, theft or loss, is not covered under the QualityCare plan. Some examples of damage that would NOT be covered are:

<u>Cause of Failure</u>	<u>Resolution Description</u>
Damaged in a fire	Not covered – insurance coverage
Intentional damage (hammer marks)	Not covered – user responsibility
Stolen unit	Not covered – insurance coverage
Normal wear (does not affect system performance)	Not covered

How is the repair/replacement handled?

If an incident occurs, the customer should call Fujitsu's technical support line to report the problem (800-8FUJITSU). Fujitsu technicians will ask a series of questions designed to determine the extent of damage or failure. Depending on the system type, the cause and extent of damage, and other service options that have been purchased, Fujitsu will then initiate appropriate repair or replacement services. All QualityCare Repairs will be performed at the Fujitsu Repair Depot in Memphis, TN. This program is not authorized for repairs by Fujitsu Authorized Service Providers.

Limitations:

QualityCare allows a maximum of 1 repair activity per year.
Cosmetic damage not effecting functionality is excluded.

Who can purchase this Service Plan?

QualityCare is available, at time of product sale, for those corporate customers who require this type of insurance. It is not intended to be sold to end-users.

Fujitsu QualityCare Service Plan	Part Number	Description	Price
QualityCare Service – 1 Year	FPC65-1315-01	Covers non-intentional, accidental damage during the warranty period including drops and spills	\$99.00
QualityCare Service – 3 Years	FPC65-1316-01	Covers non-intentional, accidental damage during the warranty period including drops and spills. For products with a 1 year warranty, a 2 year Service Plan must also be purchased.	\$169.00