

MAINTENANCE & SUPPORT

Infinity Full Maintenance Service



In today's fast-paced business world, mobile devices are crucial for connectivity and productivity, but they also bring challenges. Unexpected malfunctions or software issues can disrupt operations and reduce productivity. To address this, Panasonic offers the ProTect Infinity full maintenance service.

Panasonic ProTect Infinity full maintenance service is designed to keep your work force operational with minimal disruption. If unexpected events affect your TOUGHBOOK device functionality, we will repair it or replace it with an identical or comparable unit, that's fully imaged and ready-to-use as soon as you get it back.



As always, devices will be repaired by our specially trained Panasonic expert technicians, and backed by our standard ProTect service features:

- Packaging and logistics included
- 48-hour repair turnaround
- Device reimaging
- Software, firmware and driver updates

TOUGHBOOK Infinity customers also get all the benefits included with our ProTect PLUS plans.



SKU	Solution Service
PCPE-INFAB3-V	TOUGHBOOK Infinity Premium Full-Maintenance 3 Years
PCPE-INFAB4-V	TOUGHBOOK Infinity Premium Full-Maintenance 4 Years
PCPE-INFAB5-V	TOUGHBOOK Infinity Premium Full-Maintenance 5 Years



PROTECT PLUS INFINITY
A Panasonic Connect Mobility Service



Tailored Support for your TOUGHBOOK devices



ProTect Premium Optional Extras*

We know that no one business is the same, so you have the opportunity to enhance your Infinity maintenance plan further with our optional ProTect Premium add-ons. Simply add the extra protection you need to meet your specific usage needs, for up to 5 years.

Whether you want real-time device health and performance visibility, protection for workforce productivity against device breakages, or super-fast device fix turnarounds, simply add the Premium modules you need to your ProTect plan and you're covered.

Optional Extras*



Remote Device Monitoring - TOUGHBOOK Smart Service

For real-time insight into the health, usage and performance of your mobile device estate, choose our hardware-agnostic cloud-based software service.



Rapid Replacement

Sometimes, only next-to-zero device downtime will do. Choose our Rapid Replacement Service and we'll ship you a replacement on the same day your device goes down.



Return without SSD

Should your device be sent for repair, or you need a replacement, retaining your original SSD helps maintain data security.



Self-Maintenance

(training and spare parts access)
Our training will get your staff certified to the right service level to access spare parts and carry out basic repairs in-house.



Global Service

Our TOUGHBOOK Service Centres and Authorised TOUGHBOOK Service Partners can provide full service for mobile users around the world.



Alternative Packaging

Our Alternative Packaging option means all devices, whether incoming or outgoing, are shipped in a single recycled box.

*The above ProTect Premium Optional Extras are not included as standard with ProTect Infinity and are subject to custom SLA's and pricing depending on your business requirements so please contact your Panasonic Account Manager to discuss and to request a quotation.

**ProTect your investment. ProTect your technology.
Choose ProTect PLUS for your TOUGHBOOK estate.**



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PROSERVICES