



Warranty Extension

Long-lasting peace of mind.

Get long-term protection for your investment with a warranty extension across Europe, Middle East and Africa (EMEA). You can purchase up to 4 years additional coverage for Dynabook products, giving you coverage for both parts and repairs and possibly pick-up and return.

The service will be carried-out by our network of Dynabook Authorised Service Providers, staffed by experienced and highly-trained engineers and exclusively using Dynabook original service parts.

For extra reassurance, you can add additional services which cover the replacement of your battery or docking device once their warranty has ended, and you can keep your defective hard drive in case it needs to be replaced.

Service Specifications

Service Description	During the extended warranty period, you can take or send your defective Dynabook product to a Dynabook Authorised Service Provider and service parts and labour costs required to repair your product will be provided free-of-charge. If your product is eligible for Pick-up & Return service, Dynabook will arrange a pick-up of the defective unit from your location, repair it and then return it once repaired.
Service Offer	3 years EMEA Warranty (EXT103E-V) 4 years EMEA Warranty (EXT104E-V) Warranty Extensions with international coverage are available for selected models upon request.
Purchase Period	Can be purchased within 1 year of procurement of your Dynabook product.
Compatibility	Compatible with Satellite Pro, Tecra and Portégé.
Country Coverage	Available in all countries where Dynabook has an Authorised Service Provider within EMEA.
Activation	Needs to be activated within 30 days following procurement. To activate your service, it must be registered online at emea.dynabook.com/registration
Obtain Service	Visit emea.dynabook.com/asp-locator and find the most recent contacts of the Support Centre or your local Authorised Service Provider. The Support Center is open from Monday to Friday between 9 a.m. and 5 p.m. local time, excluding public holidays.
Easy Care / Customer Replaceable Units (CRU)	Some parts can easily be replaced by the users themselves (Customer Replaceable Units = CRU). If this is the case, Dynabook will send both the service part and documentation for the exchange process to you. If requested by Dynabook, the original part will have to be returned to Dynabook. This will be at Dynabook's expense.
More information	emea.dynabook.com/services/warranty-extension

Additional Services which can be added on top of the Warranty Extension



Battery Replacement Service:

Add an additional Battery Replacement Service to extend also the warranty of the battery. You will get a free exchange after the battery standard warranty has ended.*¹
3 years EMEA Warranty incl.
Battery Replacement (EXT103E-VBY)



Hard Drive Retention Service:

Add an additional Hard Drive Retention Service and retain your defective hard drive should it need to be replaced.*²
3 years European Warranty incl.
Hard Drive Retention (EXH103EU-V)



Docking Replacement Service:

Add an additional Docking Replacement Service to extend also the warranty of your Port Replicator or dynadock™.*³
3 years European Warranty including Docking Replacement Service (EXT103EU-VDS)

*¹ Battery Replacement: ONE free exchange after the battery standard warranty period has ended (1 year), if the battery capacity is less than 50%. The remaining battery capacity can be checked via the preinstalled PC Health Monitor. If CRU is applicable, the replacement battery will be shipped to you.

*² Hard Drive Retention: The hard drive remains your property, but will not be eligible for any ongoing support. Any additional products and components, as well as additional hard drives replaced under warranty, shall become the property of Dynabook.

*³ Docking Replacement: When claiming a Docking Device as defective, a new or refurbished Docking Device that is equal to a new product in performance will be sent to you. If requested by Dynabook, the defective Docking Device has to be returned to Dynabook at Dynabook's expense. In the event that the defective Docking Device is not received by Dynabook within fifteen (15) working days following receipt of the new or refurbished Docking Device, you will be charged the retail value of the replaced Docking Device.