



COMPASS COMPLETE

Everything you need to protect your TOUGHBOOK Android devices in one complete care package.

COMPASS Complete from Panasonic is a comprehensive service package for TOUGHBOOK Android devices, incorporating real-time device and data analytics, long term Android support, Accidental Damage cover – and much more. It's part of the Panasonic COMPASS portfolio of services, features and tools specifically crafted to help Panasonic customers navigate Android with ease.

Maximise the lifecycle of your Android device with COMPASS Complete:

- Reduce disruption in the event of accidental damage
- Eliminate unexpected out-of-warranty repair charges
- Reduce downtime with a fast 96-hour total turnaround time for repairs*
- Peace of mind that your device is secure with frequent Android long term security patches
- Replacement unit provided if repair is impossible or damaged beyond economic repair
- Improved overall operational efficiency
- Real-time actionable insight into mobile device estate health and usage - optional TOUGHBOOK Smart Service add-on

SKU	DESCRIPTION
FZ-YCZDCOMP8U	Smart COMPASS Complete A3 3 years
FZ-YCZDCOMPAU	Smart COMPASS Complete A3 4 years
FZ-YCZDCOMPUCU	Smart COMPASS Complete A3 5 years
FZ-YCZDCOMP7U	Smart COMPASS Complete N1 3 years
FZ-YCZDCOMP9U	Smart COMPASS Complete N1 4 years
FZ-YCZDCOMPBU	Smart COMPASS Complete N1 5 years
FZ-YCZDCOMP2U	COMPASS Complete A3 3 years
FZ-YCZDCOMP4U	COMPASS Complete A3 4 years
FZ-YCZDCOMP6U	COMPASS Complete A3 5 years
FZ-YCZDCOMP1U	COMPASS Complete N1 3 years
FZ-YCZDCOMP3U	COMPASS Complete N1 4 years
FZ-YCZDCOMP5U	COMPASS Complete N1 5 years

COMPASS COMPLETE WARRANTY COVERAGE	Smart COMPASS Complete	COMPASS Complete
Manufacturer defects and functional failures	✓	✓
Comprehensive coverage for accidental breakage	✓	✓
Android Security Updates – 2 per quarter for 3 years after EOL	✓	✓
All materials parts and labour	✓	✓
96-hour turnaround time including logistics ¹	✓	✓
Rapid Replacement Service ²	optional	optional
Multi-lingual helpdesk ³	✓	✓
Online self-service warranty and repair portal	✓	✓
Battery failures (1 year)	✓	✓
Hardware diagnostics tool	✓	✓
APK Portal	✓	✓
Managed logistics	✓	✓
Repair by specialised Panasonic Repair Technicians	✓	✓
Real-time device, battery and application usage analytics	✓	
Access to real time analytics in operational dashboard	✓	

¹ Best effort endeavour with 90% success | ² Available on request and subject to commercials | ³ Available 08.00 – 18.00 CET

WARRANTY PROCEDURE

01. If there is a claim and the TOUGHBOOK is damaged, please contact the Panasonic Helpdesk (<https://toughbook.custhelp.com>).
02. For service under Accidental Damage Warranty, customers must provide the Panasonic Helpdesk with the company details and the full model and serial number of the device.
03. The Panasonic Helpdesk will issue a repair reference number (RMA Number) and arrange the collection of the device.
04. A claim for a repair under Accidental Damage Warranty will be subject to an inspection of the device by a member of the Panasonic Service Centre (for further information, please refer to the terms and conditions available at www.toughbook.eu/COMPASS-Complete).
05. The device will be repaired at the Panasonic Service Centre and after completion returned via the Panasonic courier within 96 hours.*

COMPASS Security Premium updates are accessed via the Panasonic Android Security Update portal. Login details are provided after the warranty has been purchased and device serial numbers have been supplied.

Additional Warranty Information

This warranty covers all repairs that result from an accident during regular use. It does not cover damage from intentional acts, fire, loss, theft, normal wear and tear (not affecting functionality), improper maintenance or modification by anyone other than a Panasonic Service Centre or Panasonic Authorised Service Partner, or damage that is attributable to acts of God.

The single claim limit is the value of the device, and the total sum insured is the amount invoiced for your Panasonic TOUGHBOOK products. The warranty must be purchased at point of sale (although 4th and 5th year COMPASS Complete cover can be purchased before existing 3 Year COMPASS Complete cover has expired).

All system components are covered under the warranty, including the LCD. The model and serial numbers must be supplied to Panasonic when purchasing this warranty. Under this warranty, if repairing a unit is impossible, Panasonic will replace it with a device of equal or greater value. Terms and conditions apply; please visit <http://www.toughbook.eu/COMPASS-Complete> for the complete documents.



Contact the Panasonic Helpdesk at: <https://toughbook.custhelp.com>



PROSERVICES

*Best effort endeavor with 90% success. Applies to repairs covered by the warranty. Please note shipments outside the EU are chargeable.