

# Service Basic RUG upgrade from 3 to 5 years for K10 and K11

## BASIC SERVICE PACKAGE

The Basic service package is based on the standard bring-in service of the device or the defective components. After reporting a malfunction via online return form or telephone, the customer sends the defective hardware freight prepaid to EXTRA Computer GmbH for repair. After repair, EXTRA Computer will return the hardware to the customer freight prepaid. Parts Advance Exchange Service So that the repair can be carried out even faster and defective parts do not have to be sent in advance, we offer a parts advance exchange service for the components necessary for the function. After notification of a malfunction via online advance exchange request or telephone, EXTRA Computer GmbH will send the corresponding spare part or a comparable, equivalent product, provided that it is in stock or available. The customer shall perform the necessary repair measures of the defective device at his own expense. The return of the defective parts must be made within 21 days from the arrival of the spare part at the customer's premises and carriage paid in original or sufficient packaging.

- this service package is only valid in case of simultaneous purchase of a Tablet PC
- excluded are mechanical damages, damages due to falls and improper handling as well as accessories such as keyboards, batteries, docking stations, power supplies, bags and pens

## Technical data

### Service

Service	Basic 5 years
service note	This Service can be applied for specific tablet-pcs, handhelds and rugged notebooks



## Highlights

- extended manufacturer's warranty
- Parts Advance Exchange Service (excluding mobile devices and barebones)
- EXTRA System Check (ESC) software tool for proactive hardware checks
- stocking of spare parts
- technical support with proactive remote assistance
- extended test scope with burn-in test (server and workstation systems only)