

AdvantechCare Service Packages



Maximize Your Business Outcome
with Advantech Trusted ePlatform Services

Trusted ePlatform Services

ADVANTECH

We understand how much you care about your hardware investment.

Whether it's an issue with efficiency, budget control, or after sales support, AdvantecCare Service is here to help!

Protection

Enjoy peace of mind, knowing system reliability is assured.

Select the Services that Fit Your Needs:

Seven AdvantecCare Service Packages Ready to Go!



Extended Warranty Service

Advantec Extended Warranty Service can be purchased along with your product order or within 90 days of your product purchase. Advantec provides **3 months/6 months, and 1 to 3 years** extended warranty service to help customers manage their maintenance budget in advance. Please contact your local distributor or sales representative if you wish to purchase extended warranty after 90 days of your product purchase.

Your Benefits

- Material and labor costs free of charge during the warranty period
- Choose the extended warranty period that suits you
- Guaranteed product assurance and maintenance service



Advantec's Onsite Service

Advantec provides you with the option to call for service when needed, or to get a **1, 2, or 3-year** coverage plan with a much better service rate. We will arrange for a qualified engineer to bring repair parts the next day, and check the defective unit onsite.

Your Benefits

- Defective parts will be replaced with the same or higher quality components
- Advantec can also provide one-off Onsite Service by request
- Convenient onsite repair service



Pick Up Service

From now on you will not have to deal with deliveries for products that need repair; Advantec's new Pick Up Service will help you to sort it all out.

Advantec provides a one-time, or a **1-year to 3-year next-day Pick Up Service**. Customers can simply call the Advantec Repair Center to arrange a pick up of the defective unit, this also reduces the risk of damage during transportation.

Your Benefits

- The defective product will be picked up by a courier and returned to Advantec
- The repaired product will be returned to you free of transportation fees
- Provides rapid response-time and collection



Savings

We help simplify your budget planning by providing the best value service package, customized for your particular industry.

Efficiency

Advantech provides the best response time, and time-to-repair commitment.



Fast Repair Service

After receiving the defective unit, Advantech is committed to a repair turnaround time **between 24 and 48 hours**, allowing you to resume normal operations and reducing system downtime.

Your Benefits

- Commitment to repair the defective unit within 24 / 48 hours
- Reduced downtime and inconvenience
- Fast response-time, and fast repair-time



Advanced Replacement Service

Advantech provides **1-year to 3-year next-day** Advanced Replacement Service. It's a fast and easy replacement service that provides a cost effective alternative to Advantech's Onsite service.

Your Benefits

- All parts are free of charge during the warranty period
- Guaranteed compatibility
- Speedy replacement



Data Security Service

No more worry about confidential data being compromised when returning a defective hard disk for repair!

Advantech provides a 1 year to 3 year Data Security Service where you maintain total control over your confidential HDD data. You keep any defective HDD during the replacement process.

Your Benefits

- Hard disks are free of charge during the warranty period
- A hard disk will be sent out to the customer the next day
- The customer retains the original disk; no need to send it back to Advantech



Upgrade Service

Good News! Advantech now provides an Upgrade Service which allows you to upgrade old hardware without paying the full price for new replacements.

The hardware upgrade specifications will be evaluated, and compatibility and stability will be tested.

Your Benefits

- Upgrade your hardware for a fraction of the new purchase cost
- Safeguard your overall investment path
- Assured parts compatibility

To view details of AdvantechCare Service Packages, please visit our new service website:

<http://www.advantech.com.tw/service>

Trusted ePlatform Services

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To see details of Advantech Service Packages:

<http://www.advantech.com.tw/service>

To get help if you have a problem with Advantech products:

<http://support.advantech.com.tw/support>

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