

ASUS PREMIUM CARE SERVICES FOR BUSINESS

SUPPORT WHEN YOU NEED IT.
PEACE OF MIND WHEN YOU DON'T.



WELCOME TO ASUS PREMIUM CARE

PACKAGES THAT WORK THE WAY YOU DO

SERVICES THAT MEAN BUSINESS

COMPREHENSIVE REMOTE SUPPORT FOR EVERYONE, EVERYWHERE

ASUS Premium Care services go beyond our standard warranty to keep your organisation moving. Whether your people are working in the office, from home or in the field — our comprehensive peace-of-mind services protect your ASUS IT assets and ensure uncompromised performance.

Our flexible Premium Care services ensure your organisation experiences hassle-free laptop ownership and as much ASUS support as you want for as long as you need it.

With ASUS Premium Care, you can design the package you need with options for Extended Warranties, Accidental Damage Protection and Remote or Local On-Site Support. From fleet planning and management expertise to deployment support and asset recovery, we're by your side to help you get the most out of your ASUS technology investment.

Maximise uptime and productivity with expert remote problem diagnosis and support.

Increase efficiency with a choice of response times for fast and convenient on-site support.

Reduce costs, and accurately budget for IT expenses with worry-free repair or replacement.

Enjoy peace-of-mind Extended Warranties and Accidental Damage Protection.

Whichever ASUS Premium Care package you choose, our renowned Remote Support Service is standard. Nobody knows your laptops better than our ASUS hardware experts. So, it's good to know they're only a phone call away to help identify and solve hardware issues, run diagnostics, recover assets and help your people get back to business — fast.

ASUS SUPPORT:

-  Hotline: 1300 278 788
-  Operation Hours: Mon – Fri 9:00am – 6:00pm
-  Online Support: www.asus.com/au/support

ASUS PREMIUM CARE SERVICE OPTIONS FOR BUSINESS



WARRANTY EXTENSION & SERVICE PACKAGES





CUSTOMISE YOUR PACKAGE

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With ASUS Premium Care, you can extend your warranty period, expand the warranty coverage and add extra protection to your ASUS laptops with hassle-free repair or replacement.





To organise your ASUS Premium Care package, view the following options and speak to your ASUS State Representative today. They'll help tailor your services to match your budget and needs.

-  WARRANTY EXTENSION & SERVICING
-  KEEP MY DRIVE
-  ACCIDENTAL DAMAGE PROTECTION
-  BATTERY BACK-UP

Protect your ASUS technology investment.

Maximise your workforce productivity by protecting your laptop fleet against unexpected repair or replacement costs with customised ASUS Warranty Extension and Service packages.

Cost, efficiency and productivity benefits

-  Minimise disruption and downtime with worry-free repair or replacement, including parts and labour.
-  Enjoy expert support from ASUS technicians who know your laptops best.
-  Support employees no matter where they work with local, national or international repair coverage (depending on the package purchased).
-  Mitigate future problems and ensure peak laptop performance with high-quality repairs, using only ASUS-approved parts.

1. Extend your warranty period

Accurately budget your laptop fleet expenses by extending the term of your standard warranty with a fixed-term service solution to match the length of your anticipated laptop deployment period (up to five years).

2. Choose your warranty service package





Whether you maintain your standard warranty or choose to extend it, you can maximise uptime with a choice of warranty service options.

Free pick up and return

Your laptop will be picked up and repaired at an authorised ASUS Repair Centre closest to your location and returned to you afterwards.

<https://www.asus.com/au/support/service-center/australia>.

Local Next Business Day or On-Site Support Packages

-  Eliminate the hassle of laptop drop-offs and pick-ups with product repair by an ASUS Technician at your education premises.
-  Get back to work faster with troubleshooting, diagnostics and immediate repair or replacement of defective parts.
-  Choose between Onsite or Next Business Day Onsite Service
-  Services are available Monday – Friday, excluding Public Holidays in most locations, depending on local country limitations and service package purchased.

ASUS PREMIUM CARE SERVICE OPTIONS FOR BUSINESS



ACCIDENTAL DAMAGE PROTECTION

ASUS laptops are mobile powerhouses, renowned for their durability. But, accidents do happen, resulting in non-warranted damage. ASUS Accidental Damage Protection (ADP) provides peace-of-mind protection while saving your organisation significant out-of-pocket repair or replacement costs.

What Accidents Are Covered?*

- ✓ Liquid spills such as coffee or water.
- ✓ Cracked screen due to a drop, fall or collision.
- ✓ Electrical surges from a lightning storm.

What's Not Covered?*

- ✗ Cosmetic damage such as scratches and dents.
- ✗ Lost or stolen laptops, or intentional damage and misuse.
- ✗ Recovery or transfer of stored data.
- ✗ Damages caused by acts of God, nature or war.

Compelling savings

Enjoy coverage for all parts and labour required to return the laptop in operating condition. Or, receive a replacement laptop if it cannot be repaired.

Expert repair by ASUS

Reduce the need for re-repairs thanks to trusted ASUS technicians who use only ASUS-approved parts.

Forecast technology repair costs

Annual investment in ASUS ADP enables the more accurate forecasting of laptop repair costs.

Reduced pressure on the IT department

Mitigate time spent on repairs and the need to pre-purchase a spare part inventory to cope with accidents.

Effortless repair procedure

Repairs are undertaken either at an ASUS Repair Centre or on-site if you have selected this option.

*ADP terms & conditions and program eligibility

ASUS ADP applies to new, factory-sealed ASUS branded laptops sold within Australia by select Authorised ASUS Resellers. A choice of \$0 or \$100 inc GST excess is available. For more information and to view the ADP Terms and Conditions, please contact your ASUS State Representative.

ASUS KEEP MY DRIVE

Retain control of your sensitive data

Today's increasingly sophisticated data recovery technologies make any organisation's sensitive data vulnerable to exploitation, even on failed storage drives.

In the unlikely event that the original ASUS storage drive supplied with a laptop requires replacement, Keep My Drive allows your organisation to retain custody of the defective drive and receive a replacement — while preserving your ASUS warranty.

Complete data control

Eliminates the need to track malfunctioning drives in transit for repair or replacement, and ensures you choose how and when to dispose of your data.

Data compliance

Avoid security, legal, civil liability and negative publicity repercussions associated with a breach of data security regulations.

Warranty preservation

Retain possession of a failed data storage drive instead of returning it to ASUS (the procedure required under our standard warranty terms) and receive a replacement installed by an authorised ASUS technician.

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Hotline:
1300 278 788

Operation Hours:
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ASUS PREMIUM CARE SERVICE OPTIONS FOR BUSINESS

ASUS BATTERY BACK-UP

Assured unplugged freedom for mobile workers.

Your ASUS laptops feature our large power capacity, lightweight, high-cycle life, fast-charging batteries, providing busy mobile executives with superior unplugged freedom for maximum productivity.

ASUS Battery Back-Up enables you to extend the battery warranty to match the warranty of your laptop fleet. In the event of any manufacturing defects, you will be entitled to one battery replacement per laptop during the warranty period.

BATTERY BACK-UP BENEFITS

- Plan your laptop lifecycle budget and avoid unexpected repair costs.
- Battery replacements by expert ASUS technicians.
- Disposal of defective batteries by ASUS, saving you time and hassle.

Thank you for choosing to power your organisation with ASUS technology. To customise your Premium Care service package, please call your ASUS State Representative.

We look forward to supporting your organisation throughout the entire lifecycle of your laptops.

For ASUS services terms and conditions, please visit:

<https://www.asus.com/au/support/article/1057>

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Find the best ASUS Premium Care package

Your ASUS State Representative will help you formulate the right Premium Care package for your business.

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