

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 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.

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

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

Enjoy peace-of-mind Extended Warranties.

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
800 92491



Opening Hours
Monday – Friday 08:00 – 17:00 hrs



Online Support
<https://merlinmalta.com/contact-us/>

ASUS PREMIUM CARE SERVICE OPTIONS FOR BUSINESS

WARRANTY EXTENSION & SERVICE PACKAGES

CUSTOMISE YOUR PACKAGE

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 Representative today. They'll help tailor your services to match your budget and needs.

■ WARRANTY EXTENSION & SERVICING

■ KEEP MY DRIVE

■ 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.
- Support employees no matter where they work with local, national or international repair coverage (depending on the package purchased).
- Enjoy expert support from ASUS technicians who know your laptops best.
- 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 and returned to you afterwards. <https://www.asus.com/nz/support/service-center/new%20zealand/>

Local Next Business Day or On-Site Support Packages (Fleet purchase only)

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

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ACCIDENTAL DAMAGE PROTECTION

Coverage Details

This Service Package provides coverage for the following types of accidental damage arising out of regular use:

- Drops, falls, or other collisions
- Liquid damage
- Electrical surges
- Accidental breakages

Claim Frequency

Under this Service Package, one accident per year is eligible:

- **1st Year Local ADP:** Customer is eligible to claim the first accident
- **2nd Year Local ADP:** Customer is eligible to claim the second accident
- **3rd Year Local ADP:** Customer is eligible to claim the third accident

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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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 Representative.

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

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