

Introducing TOUGHCare

Built to Keep Work Moving
—Even When Accidents Happen



Panasonic TOUGHBOOK® devices are designed to withstand the demands of rugged, real-world work—from patrol vehicles and utility trucks to factory floors and field service environments. But even the toughest technology can face unexpected damage in the field.

TOUGHCare no-fault coverage provides added protection against accidental damage, helping organizations reduce downtime, control costs, and stay focused on the job—not the repair process.

Replacing previous Protection Plus and Ultimate Care programs, TOUGHCare simplifies coverage with streamlined plans designed specifically for TOUGHBOOK rugged and fully rugged devices.

Protection That Keeps Teams Productive

Accidental Damage Protection

TOUGHCare covers accidental damage caused by demanding real-world use, helping organizations avoid unexpected repair costs while keeping devices operational.

Keep Your Storage Drive

Maintain control of your sensitive data. Customers can retain their SSD when sending devices for repair and receive replacement drives if needed.

Priority Parts Replacement

Priority exchanges for key components—including xPAKs, screen protectors, and SSDs—help reduce downtime and keep devices working in the field.

Engineering Support Included

Access to sales engineering technical support helps customers get the most from their TOUGHBOOK devices and deployments.

Coverage Designed for Rugged & Fully Rugged Devices

TOUGHCare offers two coverage options tailored to how TOUGHBOOK devices are used in the field—while delivering the same core no-fault protection across both programs.

Rugged Devices

Designed for rugged devices used in demanding, everyday field environments.

- Accidental Damage Protection
- Engineering support
- Priority parts exchange and service
- Available terms: 3, 4, or 5 years

Fully Rugged Devices

Designed for fully rugged TOUGHBOOK devices operating in more extreme conditions and large-scale deployments.

- All benefits of rugged device coverage
- Coverage designed to support higher-impact environments
- Unlimited component repair and replacement

Coverage includes repairs for accidental damage and replacement of device components throughout the coverage period.*

Simplified Coverage. Lower Administrative Burden.

TOUGHCare is designed to make device protection easier for both customers and channel partners.

Benefits include:

- Streamlined coverage programs replacing multiple legacy warranty options
- Simplified SKU structure for easier purchasing and renewals
- Coverage tailored to the way rugged devices are actually used
- Reduced downtime through fast repair and exchange services

Made for Teams Who Depend on TOUGHBOOK

TOUGHCare supports organizations operating in demanding environments across industries including:

- Public Safety
- Utilities
- Federal Government
- Manufacturing
- Enterprise and Logistics

These teams rely on rugged laptops and tablets to stay connected and productive in challenging conditions—and TOUGHCare helps ensure their technology keeps up.

Focus on the Job. Not the Repair Process.

TOUGHCare simplifies device protection so organizations can spend less time managing warranties and more time focusing on their work. With comprehensive accidental damage coverage, streamlined service programs, and expert support, TOUGHCare helps protect the rugged computers your teams depend on every day.

Why TOUGHCare?

- No-fault accidental damage protection
- Keep your storage drive for data security
- Faster service and priority part replacement
- Simplified programs to reduce administrative effort

