

FIELD SUPPORT BULLETIN

Number: FSB-94004

Date : 94-04-05

Subject: Warranty - What is Covered, and What Isn't

This document is intended to help correct some misconceptions of what is covered by warranty.

Warranty Card

Each unit comes with a card outlining Toshiba's limited warranty.

A portion of the text on that card is reproduced here:

Toshiba warrants its' products to be free from defects in workmanship and material for a period of 1 year (or 3 years) after installation. Installation is deemed to occur from date of purchase.

If the product fails during normal and proper use within the warranty period, Toshiba will, at its option, repair or replace the unit. This limited warranty does not include service to repair damage from improper installation, accident, disaster, misuse, abuse, or non-Toshiba modifications to the product.

Length of Warranty Period

Machines in the Performance Line, purchased after November 1, 1993, have a 3 year warranty. All other products have a 1 year warranty.

In general, the Performance Line is comprised of higher end models. Examples of these are the T3400, T4800CT and T6600C.

The warranty card packaged with each computer lists that model's length of warranty. If either the customer or the Authorized Service Provider are unsure of the length of warranty for any particular model, they may ask Toshiba's Technical Support at telephone number 1-800-663-0378.

A proof of purchase is required, to establish date of purchase. Alternatively an international warranty sticker, attached to the machine, can be used to determine warranty. (An expiry date is printed on the sticker.)

Toshiba's Responsibility

Toshiba, through it's Authorized Service Providers, repairs machines which fail during normal and proper use, within the warranty period. Not included in the conditions of "normal and

proper use", are damages caused by dropping the machine, or spilling water (or other substance) into the machine.

Replacement modules, supplied by Toshiba, are new or refurbished.

In either case, the replacement module is covered by the parts warranty of 90 days, or the remainder of the warranty remaining on the machine in which it is installed, whichever lasts longer.

Any component-level work, performed on a Toshiba module, by anyone, other than a Toshiba employee, voids any remaining warranty on that module, and renders it invalid for future Toshiba repairs or exchanges. Toshiba insists on this policy in its efforts to maintain high quality repairs.

If an Authorized Service Provider is not sure of a module's status, in regards to warrantable damage, they may send it to Toshiba (under a non-cross-ship Return Authorization number), for inspection.

Example Situations

The warranty period begins with the initial purchase of the machine from an authorized reseller, provided the machine is new and in an unused condition. For machines which were floor demonstrator models, or were previously used, the warranty began when the seal on the shipping box was broken.

Any physical damage to the display or machine case, is not covered by warranty, unless the damage is discovered when the unit is initially taken out of the shipping box, from Toshiba. This is considered an out-of-box failure, or DOA.

Active Matrix TFT (Thin Film Transistor) display panels may have a few non-conforming pixels. This is the state of the technology today. Toshiba's limit of maximum non-conforming pixels may be revised as the technology matures.

Some of Toshiba's models may have a power-on password. The customer may select a password and enable this feature. If the customer forgets the password they may contact Toshiba for instructions, however any work performed to erase the password will not be covered by warranty.

Some Toshiba machines come with a Logitech Trackman or Microsoft BallPoint mouse. On such devices, regular cleaning of the ball and rollers is necessary for correct operation. This cleaning is detailed in the User's Manuals, and the customer is expected to perform it.

For Further Information:

Contact Toshiba Canada Technical Support at 1-800-663-0378