

# ASUS PREMIUM CARE SERVICES FOR EDUCATION

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



## WELCOME TO ASUS PREMIUM CARE

## PACKAGES AS FLEXIBLE AS YOUR LEARNING ENVIRONMENT

## BEST-IN-CLASS SERVICES

## COMPREHENSIVE REMOTE SUPPORT FOR EVERYONE, EVERYWHERE

Our flexible Premium Care services ensure your education institution 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 K-12 and Higher Education laptop planning expertise to IT deployment support and asset recovery — we're by your side to help you get the most out of your ASUS technology investment.

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

Accurately budget for IT expenses with worry-free repair or replacement.

Reduce pressure on your IT department, teachers, parents and students with a choice of response times for fast and convenient on-site support.

Enjoy peace-of-mind Extended Warranties designed for students on the go.

ASUS education laptops are designed to empower educators and learners while keeping up with their busy lifestyles. To ensure everyone is fully supported and the laptops perform at their best, our renowned Remote Support Service is standard — no matter which ASUS Premium Care package you choose.

Nobody knows ASUS laptops better than our hardware experts. So, it's good to know they're only a phone call away to help identify and solve hardware issues, run diagnostics or reduce stress by recovering hard work such as lesson plans, assignments and multimedia files.

### ASUS SUPPORT:

Hotline:  
1300 278 788

Operation Hours:  
Mon – Fri 9:00am – 6:00pm

Online Support:  
[www.asus.com/au/support](http://www.asus.com/au/support)

# ASUS PREMIUM CARE SERVICE OPTIONS FOR EDUCATION

With ASUS Premium Care, you can extend your warranty period, expand the warranty coverage and add extra protection to your ASUS education 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

BATTERY BACK-UP

## WARRANTY EXTENSION & SERVICE PACKAGES

### Protect your ASUS technology investment.

Our customised ASUS Warranty Extension and Service packages are designed to support your Laptop Policies and provide peace of mind for busy IT Departments by protecting laptops against unexpected repair or replacement costs.

### Impressive productivity and cost benefits

Minimise teaching and learning disruption and downtime with worry-free repair or replacement, including parts and labour.

Support your IT Department, teachers and students on campus or at home with local, national or international repair coverage (depending on the package purchased).

Ensure peak laptop performance with high-quality repairs by expert ASUS technicians, using only ASUS-approved parts.

Alleviate unplanned IT operating and maintenance expenses.

## CUSTOMISE YOUR PACKAGE

#### 1. Extend your warranty period

Accurately budget your laptop 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.

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**PLAN**  
Lorem ipsum  
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**BUSINESS**  
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**SUCCESS**  
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**ASUS | BUSINESS**  
Education

# ASUS PREMIUM CARE SERVICE OPTIONS FOR EDUCATION

## 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.
- Choose between Onsite or Next Business Day Onsite Service
- Get your teachers and students 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.

## ASUS KEEP MY DRIVE

Retain control of your sensitive data and research.

Today's increasingly sophisticated data recovery technologies make any education institution's sensitive data or valuable research vulnerable to theft or 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 you 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.

## IP protection

Maintains the integrity of your intellectual property from academic research studies.

## 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 EDUCATION

## ASUS BATTERY BACK-UP

### Assured unplugged freedom for mobile learning.

ASUS education laptops feature our large power capacity, lightweight, high-cycle life, fast-charging batteries, providing busy teachers and students with superior unplugged freedom for all-day productivity.

ASUS Battery Back-Up enables you to extend the battery warranty to match the warranty of your laptops. 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 education institution with ASUS technology. To customise your Premium Care service package, please call your ASUS State Representative.

We look forward to supporting you throughout the lifecycle of your ASUS 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 for your education institution today

Your ASUS State Representative will help you formulate the right Premium Care package for your IT Department, teachers and students.

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