



# ASUS BUSINESS SUPPORT

for commercial PCs

We offer all-around support for businesses of all sizes, providing dedicated assistance from the very beginning and proactively addressing your needs every step of the way. From hardware support to ASUS-designed deployment and IT-management software, we're here to support you from first enquiry to purchase and beyond. With our flexibility and instant support, you can focus on upgrading your business to incredible heights.

## More than just support

Our ASUS Business Support Plus goes beyond traditional support, offering image customization software and centralized IT management tools to help IT teams tackle complicated PCs deployment, maintenance, and management tasks with ease.

## Tailor-made to your IT needs

Whether you're a small or medium firm or a large enterprise, you can find the right ASUS Business Support package for your business. We also offer the flexibility to choose the individual services you need.

## Minimize downtime

Our instant remote response and on-site support are designed to ensure minimal downtime for your business.

## Warranty Extension

We offer up to five years' warranty extension for commercial laptops, desktops and all-in-one PCs, so you can enjoy continuous hardware support from us.

## Local Accidental Damage Protection

Provides repair or replacement coverage for free or partial cost for drops, falls, liquid damage, electrical surges, and accidental breakage outside of normal use, once per year<sup>1</sup>. This coverage goes beyond our standard warranty protection, giving you added peace of mind.

## Next Business Day Local On-site Service

Professional technicians repair devices at your business location with labor and parts prioritization to minimize disruption.

## VIP Hotline

Enjoy privileged contact via a dedicated support line, or priority access when you need any support from us.

## Repair Reports

For a better management and tracking, we provide a report to you after every repair.

## ASUS System Diagnostics

A versatile utility that identifies hardware issues and works even in the absence of Windows or a functioning system drive. It also delivers streamlined support through generated QR codes, optimizing the efficiency of RMA and service workflows — making it highly desirable for diverse business scenarios.

## HDD/SSD Retention

To secure business confidential and sensitive data, our service allows you to keep defective HDDs or SSDs that have been replaced by ASUS-authorized technicians.

## Battery Service Package

You can extend the period of coverage beyond the standard battery warranty. With our Battery Service Package, if your laptop battery is found to be defective, a replacement battery will be provided — even once every year, if needed.

## International Warranty

Remote working is the new normal. Our global support network ensures worry-free laptop<sup>2</sup> operation and productivity for your employees, whether they're simply working at home for the day or traveling the world on business.<sup>3</sup>

## Service Account Manager

Our professional and responsive technicians dedicated to your needs — so our service always comes with that personal touch.

## ASUS Image Maker (IM)

A highly-demanded, comprehensive cloud service for the customization of Windows images that empowers increased system-deployment productivity and efficiency for enterprise IT professionals, all via an intuitive and user-friendly interface.

## ASUS Control Center (ACC)

A centralized IT-management suite that offers IT staff a visible, controllable and manageable hardware and software inventory — with zero touch.

## Find the right package for your business

	Standard	ASUS Business Support	ASUS Business Support Plus
<b>Parts repair and replacement within standard warranty</b>	●	●	●
<b>International Warranty</b>	●	●	●
<b>Repair Reports</b>	●	●	●
<b>ASUS System Diagnostics</b> Diagnoses hardware components and generates QR codes in BIOS, for efficient RMA	●	●	●
<b>Next Business Day Local On-Site Service</b>		●	●
<b>VIP Hotline</b>		●	●
<b>Local Accidental Damage Protection</b>			●
<b>HDD/SSD Retention</b>			●
<b>Service Account Manager</b>			●
<b>ASUS Image Maker (IM)</b> System image customization and deployment			●
<b>ASUS Control Center (ACC)</b> Centralized device-management console with visibility			●

## Let ASUS support you on your path to upgrade your teams and business to incredible!

Request a sales contact <https://www.connect.asus.com/ContactSales>

Learn more at <https://www.asus.com/business/services/ASUS-Business-Support-Plus/>

Terms and conditions apply. <https://www.asus.com/support/FAQ/1041573>

Explore more ASUS Business products and solutions at <https://www.asus.com/business/>

### Disclaimer:

\* Availability or offering may vary by country. Please contact ASUS local sales for more details.

\* ASUS Business Support and ASUS Business Support Plus packages are available only for ASUS ExpertBook series, ASUS ExpertCenter tower PCs and ASUS ExpertCenter AIO PCs.

\* Warranty extensions for ASUS ExpertBook and ASUS Chromebook series must be purchased and activated within the warranty period of your ASUS products. All other services, including ASUS Business Support and ASUS Business Support Plus packages, must be purchased and activated within 180 days of your ASUS product invoice date.

\* ASUS ExpertCenter tower PCs and ASUS ExpertCenter AIO PCs warranty extensions and all other services, including ASUS Business Support and ASUS Business Support Plus packages, must be purchased and activated within 180 days of your ASUS product invoice date.

1. With the ASUS Business Support and ASUS Business Support Plus packages, Local Accidental Damage Protection is valid only for the first year.

2. International Warranty is available for ASUS ExpertBook and ASUS Chromebook series. When International Warranty is purchased as part of the ASUS Business Support package or ASUS Business Support Plus package, it is available only for ASUS ExpertBook. Please check availability [here](#) or contact ASUS local sales for more details.

3. Service levels and response times for International Warranty may vary depending on your geographic location.

