

ASUS PREMIUM CARE SERVICES

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



ASUS Premium Care services go beyond our standard warranty to meet the growing demands of today's business environments. Our comprehensive peace of mind services will keep your business flowing while protecting your ASUS IT assets.

WELCOME TO ASUS PREMIUM CARE

Our flexible Premium Care services ensure your business has a hassle-free ownership. Our comprehensive peace-of-mind services protect your ASUS IT assets and ensure uncompromised performance.

FLEXIBLE PACKAGES FOR YOUR BUSINESS

With ASUS Premium Care, you can design the package the way you need with options for Extended warranty, Remote or Local On-site support. From product planning expertise to IT deployment support, we're by your side to help you get the most of your ASUS investment.

BEST-IN-CLASS SERVICES

Maximise productivity with expert remote problem diagnosis and support.

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

Reduce pressure on your business with our convenient on-site support.

Enjoy peace-of-mind Extended Warranties options.

COMPREHENSIVE REMOTE SUPPORT FOR EVERYONE, EVERYWHERE

To ensure everyone is fully supported and their ASUS solutions perform at their best, our renowned Technical Support Service is Standard, no matter which ASUS Premium Care package you choose.

Nobody knows your ASUS device more than our hardware experts. So, it's good to know they're only a phone call away to help identify and solve your hardware issues.

ASUS SUPPORT:

Hotline:
1300 278 788

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

Online Support:
www.asus.com/au/support



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WARRANTY EXTENSION & SERVICE PACKAGES

CUSTOMISE YOUR PACKAGE

NEXT BUSINESS DAY ON-SITE SERVICE

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With ASUS Premium Care, you can extend your warranty period and expand the warranty coverage to your ASUS device with hassle-free repair and replacement.

-  WARRANTY EXTENSION AND SERVICING
-  NEXT BUSINESS DAY ON-SITE SERVICE
-  CUSTOMISE YOUR PACKAGE
-  MY DRIVE

Protect your ASUS technology investment.

Our customised ASUS Warranty Extension and Service packages are designed to support your ASUS device and provide peace-of-mind for your business by protecting your devices against unexpected repair or replacement cost.

Impressive productivity and cost benefits

-  Minimise disruption and downtime with worry-free repair or replacement including parts and labour.
-  Ensure peak device performance with high quality repairs by expert ASUS technicians, using only ASUS-approved parts.
-  Alleviate unplanned IT operating and maintenance expenses.




1. Extend your warranty period

Accurately budget your device expenses by extending the term of your standard warranty with a fixed-term service solution to match the length of your anticipated device 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.

Local Next Business Day On-Site Support Packages

-  Eliminate the hassle of drop-offs and pick-ups with device repair by an ASUS technician at your provided location.
-  Services are available Monday – Friday, excluding public holidays in most locations, depending on local country limitations and service package purchased.
-  Get your business back to work faster with troubleshooting, diagnostics and repair or replacement of defective parts.

* Warranty extension package options are set at 4 and 5 years total.

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ASUS KEEP MY DRIVE

Retain control of your sensitive data and research.

Today's increasingly sophisticated data recovery technologies make any business' sensitive data vulnerable to theft or exploitation, even on failed storage drives.

In the unlikely event that the original ASUS storage drive supplied with the device 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.

Thank you for choosing to power your business with ASUS technology. To customise your Premium Care service package, please call your ASUS State Representative.

We look forward to supporting you through the lifecycle of your ASUS devices.

For ASUS Premium Care terms and conditions please visit:

www.asus.com/au/support/premium_care

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