

FUJITSU SERVICE COVERAGE

Note: This Fujitsu Service Coverage matrix applies for maintenance, warranty and extended warranty services on Fujitsu products sold by Fujitsu Australia. Service Coverage is within 50km by road of a Fujitsu authorised service center. Current Service Centre are located in the postcode areas listed below.

Further details on Fujitsu Warranty Information can be found at <https://www.fujitsu.com/au/support/warranty-information/>.

Service Level Descriptions

Response time refers to the time a Fujitsu Engineer will arrive onsite after the call is logged (and phone diagnosis if required). Fujitsu will use reasonable endeavours to ensure an Engineer will be onsite within the targeted response time.

Next Business Day

Next Business Day (NBD) – Engineer dispatched to arrive within Next Business Day during normal business hours (Monday-Friday 9:00AM-5:00PM excluding public local/national holidays). To ensure NBD response, calls must be logged prior 3:00PM.

X Hour Response

4 Hour Response (4 Hr) – Engineer dispatched to arrive within Target Time from call logging (and diagnosis if required). Service is not available in all locations; please refer to [Fujitsu Oceania Service Coverage map](#) and matrix below.

SERVER, STORAGE, DESKTOPS, NOTEBOOKS & TABLETS

IMAGE SCANNER

SERVER, STORAGE, DESKTOPS, NOTEBOOKS & TABLETS

Coverage Hours				PRODUCT					
				Server & Storage			CCD - Desktop/Laptop/Tablet		
Location Type	State	Town	Postcode	NBD Onsite, Mon-Fri, 0900-1700	4 hr Onsite, Mon-Fri, 0900-1700	4hr Onsite, 24x7	NBD Onsite, Mon-Fri, 0900-1700	4 hr Onsite, Mon-Fri, 0900-1700	PURR, Mon-Fri, 0900-1700
Metro - Capital City (AU)	SA	(Adelaide) Fullarton	5063	✓	✓	✓	✓	✓	✓
Metro - Capital City (AU)	QLD	(Brisbane) Archerfield	4108	✓	✓	✓	✓	✓	✓
Metro - Capital City (AU)	ACT	(Canberra) Fyshwick	2609	✓	✓	✓	✓	✓	✓
Metro - Capital City (AU)	VIC	(Melbourne) Kensington	3031	✓	✓	✓	✓	✓	✓
Metro - Capital City (AU)	WA	(Perth) Belmont	6104	✓	✓	✓	✓	✓	✓
Metro - Capital City (AU)	NSW	(Sydney) Lidcombe	2141	✓	✓	✓	✓	✓	✓
Metro - Capital City (AU)	NSW	Wollongong	2500	✓	✓	✓	✓	✓	✓

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				Server & Storage			CCD - Desktop/Laptop/Tablet		
Location Type	State	Town	Postcode	NBD Onsite, Mon-Fri, 0900-1700	4 hr Onsite, Mon-Fri, 0900-1700	4hr Onsite, 24x7	NBD Onsite, Mon-Fri, 0900-1700	4 hr Onsite, Mon-Fri, 0900-1700	PURR, Mon-Fri, 0900-1700
Regional Service Centres	NSW	Albury	2640	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	VIC	Ballarat	3350	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	VIC	Bendigo	3550	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	NSW	Broadmeadow	2292	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	WA	Bunbury	6230	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	QLD	Manunda (Cairns)	4870	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	NT	(Darwin) Winnellie	0820	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	QLD	Forest Glen	4556	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	TAS	(Hobart) Sandy Bay	7005	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	VIC	Morwell	3840	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	QLD	Nerang	4211	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	VIC	North Geelong	3215	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	QLD	Rockhampton	4701	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	QLD	Townsville	4818	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	NSW	Tuggerah	2259	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	NSW	Ulladulla	2539	✓	✓	Not Available	✓	Not Available	✓
Regional Service Centres	VIC	Wodonga	3690	✓	✓	Not Available	✓	Not Available	✓

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Country Service Centres	WA	Albany	6330	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NT	Alice Springs	0870	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NSW	Alstonville	2477	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NSW	Armidale	2350	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	QLD	Bowen	4805	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	QLD	Bundaberg	4670	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	QLD	Charters Towers	4820	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NSW	Coffs Harbour	2450	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NSW	Deniliquin	2710	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	WA	Dongara	6525	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NSW	Dubbo	2830	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	WA	Geraldton	6530	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	QLD	Gladstone	4680	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NSW	Griffith	2680	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	TAS	South Launceston (Western Junction)	7250	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	VIC	Horsham	3400	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	SA	Kadina	5554	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NT	Katherine	0850	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	QLD	Mackay	4740	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	SA	Mount Gambier	5290	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NSW	Orange	2800	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	QLD	Pialba	4655	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	SA	Port Augusta	5700	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NSW	Port Macquarie	2444	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NSW	Tamworth	2340	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NSW	Taree	2430	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NSW	Tathra	2550	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	QLD	Toowoomba	4350	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NSW	Wagga Wagga	2650	✓	✓	Not Available	✓	Not Available	✓

Country Service Centres	VIC	Warrnambool	3280	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	SA	Whyalla	5600	✓	✓	Not Available	✓	Not Available	✓
Country Service Centres	NT	Winnellie	0820	✓	✓	Not Available	✓	Not Available	✓

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Remote Service Centres	SA	Berri	5343	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	NSW	Broken Hill	2880	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	WA	Broome	6725	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	WA	Carnarvon	6701	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	VIC	Cobram	3644	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	QLD	Emerald	4720	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	WA	Esperance	6450	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	WA	Kalgoorlie	6430	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	WA	Karratha	6714	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	VIC	Mildura	3500	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	QLD	Mount Isa	4825	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	WA	Narrogin	6312	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	WA	Port Hedland	6722	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	SA	Port Lincoln	5606	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	QLD	Roma	4455	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	VIC	Swan Hill	3585	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	NT	Tennant Creek	0860	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	WA	Tom Price	6751	✓	Not Available	Not Available	✓	Not Available	✓
Remote Service Centres	SA	Woomera	5720	✓	Not Available	Not Available	✓	Not Available	✓

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IMAGE SCANNER

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Metro - Capital City (AU)	WA	(Perth) Belmont	6104	✓	✓
Metro - Capital City (AU)	NSW	(Sydney) Lidcombe	2141	✓	✓
Metro - Capital City (AU)	NSW	Wollongong	2500	✓	✓
Regional Service Centres	NSW	Albury	2640	✓	✓
Regional Service Centres	VIC	Ballarat	3350	✓	✓
Regional Service Centres	VIC	Bendigo	3550	✓	✓
Regional Service Centres	NSW	Broadmeadow	2292	✓	✓
Regional Service Centres	WA	Bunbury	6230	✓	✓
Regional Service Centres	QLD	Manunda (Cairns)	4870	✓	✓
Regional Service Centres	NT	(Darwin) Winnellie	0820	✓	✓
Regional Service Centres	QLD	Forest Glen	4556	✓	✓
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Regional Service Centres	VIC	Morwell	3840	✓	✓
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Country Service Centres	WA	Albany	6330	✓	Not Available
Country Service Centres	NT	Alice Springs	0870	✓	Not Available
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Country Service Centres	SA	Mount Gambier	5290	✓	Not Available
Country Service Centres	NSW	Orange	2800	✓	Not Available
Country Service Centres	QLD	Pialba	4655	✓	Not Available
Country Service Centres	SA	Port Augusta	5700	✓	Not Available
Country Service Centres	NSW	Port Macquarie	2444	✓	Not Available
Country Service Centres	NSW	Tamworth	2340	✓	Not Available
Country Service Centres	NSW	Taree	2430	✓	Not Available
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Country Service Centres	NSW	Wagga Wagga	2650	✓	Not Available
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Remote Service Centres	SA	Berri	5343	✓	Not Available
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