

# **FUJITSU SERVICE COVERAGE**

Note: This Fujitsu Service Coverage matrix applies for maintenance, warranty and extended warranty services on Fujitsu products sold by Fujitsu New Zealand. 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 <a href="https://www.fujitsu.com/au/support/warranty-information/">https://www.fujitsu.com/au/support/warranty-information/</a>.

#### **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 <u>Fujitsu Oceania Service Coverage map</u> and matrix below.

SERVER, STORAGE, DESKTOPS, NOTEBOOKS & TABLETS
IMAGE SCANNER

## SERVER, STORAGE, DESKTOPS, NOTEBOOKS & TABLETS

| PRODUCT                  |         |                  |                                   |  |                  |                                    |                                     |                                 |  |  |  |
|--------------------------|---------|------------------|-----------------------------------|--|------------------|------------------------------------|-------------------------------------|---------------------------------|--|--|--|
|                          |         |                  |                                   | Server & Storage CCD - Desktop/Laptop/Tablet |                  |                                    | blet                                |                                 |  |  |  |
| Location Type            | Country | Town             | NBD Onsite, Mon-Fri,<br>0900-1700 | 4 hr Onsite, Mon-Fri,<br>0900-1700           | 4hr Onsite, 24x7 | NBD Onsite, Mon-<br>Fri, 0900-1700 | 4 hr Onsite, Mon-<br>Fri, 0900-1700 | PURR,<br>Mon-Fri, 0900-<br>1700 |  |  |  |
| Metro                    | NZ      | Auckland         | ✓                                 | ✓  | ✓                | ✓                                  | ✓                                   | ✓                               |  |  |  |
| Metro                    | NZ      | Wellington       | ✓                                 | ✓  | ✓                | ✓                                  | ✓                                   | ✓                               |  |  |  |
| Metro                    | NZ      | Christchurch     | ✓                                 | ✓  | ✓                | ✓                                  | ✓                                   | ✓                               |  |  |  |
| Regional Service Centres | NZ      | Hamilton         | ✓                                 | ✓  |                  | ✓                                  | ✓                                   | ✓                               |  |  |  |
| Regional Service Centres | NZ      | Palmerston North | ✓                                 | ✓  |                  | ✓                                  | ✓                                   | ✓                               |  |  |  |
| Regional Service Centres | NZ      | Dunedin          | ✓                                 | ✓  |                  | ✓                                  | ✓                                   | ✓                               |  |  |  |
| Country Service Centres  | NZ      | Blenheim         | ✓                                 |  |                  | ✓                                  |                                     | ✓                               |  |  |  |
| Country Service Centres  | NZ      | Gisborne         | ✓                                 |  |                  | ✓                                  |                                     | ✓                               |  |  |  |
| Country Service Centres  | NZ      | Greymouth        | ✓                                 |  |                  | ✓                                  |                                     | ✓                               |  |  |  |
| Country Service Centres  | NZ      | Hastings         | ✓                                 |  |                  | ✓                                  |                                     | ✓                               |  |  |  |
| Country Service Centres  | NZ      | Invercargill     | ✓                                 |  |                  | ✓                                  |                                     | ✓                               |  |  |  |
| Country Service Centres  | NZ      | Nelson           | ✓                                 |  |                  | ✓                                  |                                     | ✓                               |  |  |  |
| Country Service Centres  | NZ      | New Plymouth     | ✓                                 |  |                  | ✓                                  |                                     | ✓                               |  |  |  |
| Country Service Centres  | NZ      | Queenstown       | ✓                                 |  |                  | ✓                                  |                                     | ✓                               |  |  |  |
| Country Service Centres  | NZ      | Tauranga         | ✓                                 |  |                  | ✓                                  |                                     | ✓                               |  |  |  |
| Country Service Centres  | NZ      | Timaru           | ✓                                 |  |                  | ✓                                  |                                     | ✓                               |  |  |  |
| Country Service Centres  | NZ      | Whangarei        | ✓                                 |  |                  | ✓                                  |                                     | ✓                               |  |  |  |

### **IMAGE SCANNER**

|                          |         |                  | Image Scanner                      |                                     |                                 |  |
|--------------------------|---------|------------------|------------------------------------|-------------------------------------|---------------------------------|--|
| Location Type            | Country | Town             | NBD Onsite, Mon-<br>Fri, 0900-1700 | 4 hr Onsite, Mon-<br>Fri, 0900-1700 | PURR,<br>Mon-Fri, 0900-<br>1700 |  |
| Metro                    | NZ      | Auckland         | ✓                                  |                                     |                                 |  |
| Metro                    | NZ      | Wellington       | ✓                                  |                                     |                                 |  |
| Metro                    | NZ      | Christchurch     | ✓                                  |                                     |                                 |  |
| Regional Service Centres | NZ      | Hamilton         | ✓                                  |                                     |                                 |  |
| Regional Service Centres | NZ      | Palmerston North | ✓                                  |                                     |                                 |  |
| Regional Service Centres | NZ      | Dunedin          | ✓                                  |                                     |                                 |  |
| Country Service Centres  | NZ      | Blenheim         | ✓                                  |                                     |                                 |  |
| Country Service Centres  | NZ      | Gisborne         | ✓                                  |                                     |                                 |  |
| Country Service Centres  | NZ      | Greymouth        | ✓                                  |                                     |                                 |  |
| Country Service Centres  | NZ      | Hastings         | ✓                                  |                                     |                                 |  |
| Country Service Centres  | NZ      | Invercargill     | ✓                                  |                                     |                                 |  |
| Country Service Centres  | NZ      | Nelson           | ✓                                  |                                     |                                 |  |
| Country Service Centres  | NZ      | New Plymouth     | ✓                                  |                                     |                                 |  |
| Country Service Centres  | NZ      | Queenstown       | ✓                                  |                                     |                                 |  |
| Country Service Centres  | NZ      | Tauranga         | ✓                                  |                                     |                                 |  |
| Country Service Centres  | NZ      | Timaru           | ✓                                  |                                     |                                 |  |
| Country Service Centres  | NZ      | Whangarei        | ✓                                  |                                     |                                 |  |

**PRODUCT**