

Authorized Service Provider

Policies and Procedures Guide

TOSHIBA

Computer Systems Division, (Technical Service & Support)

Chapter 1 Toshiba Overview

History of Toshiba Computer Systems Division

The Computer Systems Division of Toshiba America Information Systems, Inc. (TAIS) has become the preeminent supplier of portable information systems through leadership in satisfaction of customer requirements. The division manufactures and assembles its portable and notebook computers in a \$6.5 million manufacturing facility headquartered in Irvine, California.

The Computer Systems Division offers the broadest range of subnotebook, notebook, mobile multimedia, and pen tablet computers in the industry. Since shipping its first portable in 1986, Toshiba has remained an innovator in technology and it continues to demonstrate superior understanding and execution of customer requirements for the portable computer market.

The Computer Systems Division is part of TAIS, an independent operating company owned by Toshiba America, Inc., a subsidiary of the \$45 billion Toshiba Corporation, a world leader in high technology products with 138 major subsidiaries worldwide. TAIS is comprised of seven divisions which manufacture and market a wide range of business and information-oriented products. Approximate annual sales are \$2 billion.

History of Toshiba

The history of Toshiba Corporation dates back to July 1875, when the company's predecessor, Tanaka Seizo-sho (Tanaka Engineering Works), founded Japan's first telegraphic equipment plant in Tokyo. The founder of the company, Hisashige Tanaka (1799-1881), is known in Japan as an inventor from his youth of various novel instruments, such as a mechanical doll. The firm later grew to become one of Japan's largest producers of heavy electrical apparatus, named Shibaura Seisaku-sho (Shibaura Engineering Works).

Meanwhile, in 1890, Japan's first electric incandescent lamp plant was established in Tokyo. This plant, Hakunetshu-sha & Co., Ltd., subsequently expanded to become a consumer-products-oriented electric appliance manufacturer which developed and marketed innovative products, and was renamed Tokyo Denki (Tokyo Electric Co.) in 1899.

In 1939, Japan's leading heavy electric apparatus producer and the consumer products maker merged to form Tokyo Shibaura Denki (Tokyo Shibaura Electric Co., Ltd.), an integrated electric equipment manufacturer, called "Toshiba" for short, which was officially renamed Toshiba Corporation in 1978.

Basic Commitment of the Toshiba Group

We, the Toshiba Group companies, based on our total commitment to people and to the future, are determined to help create a higher quality of life for all people, and to do our part to help ensure that progress continues within the world community.

Commitment to People

We endeavor to serve the needs of all people, especially our customers, shareholders, and employees, by implementing forward-looking corporate strategies while carrying out responsible and responsive business activities. As good corporate citizens, we actively contribute to further the goals of society.

Commitment to the Future

By continually developing innovative technologies centering on the fields of Electronics and Energy, we strive to create products and services that enhance human life, and which lead to a thriving, healthy society. We constantly seek new approaches that help realize the goals of the world community, including ways to improve the global environment.

Chapter 2 Communications

Toshiba Phone Numbers and Addresses

Toshiba provides an 800 # for Authorized Service Providers (ASPs) ONLY. This number can be called to check the status on parts orders and RMAs, to contact tech support, or to contact a Channel Account Representative.

Voice Numbers		
(800) 833-3001	ASP Support ONLY	To contact representatives of Technical Service and Support.
(800) 400-4171	ASP only Desktop	Product Support only
(800) 999-4273	EndUser/Dealer Warranty Support	For warranty software support, pre-sale product information, and New Product Return Dept.
(800) 959-4100	Toshiba Accessories	For accessories purchases
(800) 664-8846	Dealer/EndUser Post Warranty Support	For post warranty software support only
Facsimile Numbers		
(714) 587-6648	Order/RMA Fax	Fax the Order Request Form to Technical Service Support Customer Service Representatives.
(714) 587-6729	ASP Information	Change of name, address, or technician certification status.
(512) 314-1820	Service Programs Fax	End users may fax service program enrollments to this number.
Automated Facsimile Numbers		
(714) 587-6171	T-FAX	Automated retrieval of service information.

(714) 583-3800	AUTO-FAX	Automated retrieval of product information.
Bulletin Board Service		
(714) 837-4408	BBS	PC Support Bulletin Board.
(714) 450-9120	ECLAIM BBS	Electronic Claim filing Bulletin Board.
Advanced Computing		
(714) 450-9150	Warranty Claim Filing Administration	Questions about E-CLAIM or expected payments for labor reimbursement.

Corporate and Regional Office Addresses	
Corporate Offices: Toshiba America Information Systems 9740 Irvine Blvd. Irvine, CA 92618	Regional Offices Western: Toshiba America Information Systems 9740 Irvine Blvd. Irvine, CA 92618
Northern Regional Offices: Toshiba America Information Systems 959 Route 46 East, 5th Floor Parsippany, NJ 07054	Southern Regional Offices: Toshiba America Information Systems 1950 Stemmons Freeway, STE 3029 Dallas, TX 75207

NOTE: The Channel Account Representatives and Service Account Managers' maps are available on the T-Fax system.

Hours of Operation & Holiday Schedule

Toshiba Technical Service and Support for ASPs is open from 7:00 a.m. to 4:00 p.m. p.s.t., Monday through Friday. Toshiba's EndUser Product Support is open 24 hours a day, 7 days a week, for software support and troubleshooting.

Toshiba will be closed for the following Holidays in 1997:

<i>Wednesday, January 1, 1997</i>	<i>New Year's Day</i>
<i>Monday, February 17, 1997</i>	<i>President's Day</i>
<i>Friday, March 28, 1997</i>	<i>Good Friday</i>
<i>Monday, May 26, 1997</i>	<i>Memorial Day</i>
<i>Thursday & Friday, July 3 & 4, 1997</i>	<i>Independence Day</i>
<i>Monday, September 1, 1997</i>	<i>Labor Day</i>
<i>Thursday & Friday, November 27 & 28, 1997</i>	<i>Thanksgiving</i>
<i>Thursday & Friday, December 25 & 26, 1997</i>	<i>Christmas</i>

Best Times to Call Us

Toshiba's support phone lines are busiest between 11 a.m. and 2 p.m. p.s.t., Monday through Friday. ASPs can limit their hold time by calling in the early morning or late afternoon hours. Customers calling the Product Support 24-hour service can limit their hold time by calling in the evenings or on the weekends.

ATLAS, Toshiba's CD-ROM

Documentation is provided in CD-ROM form. Updates are provided quarterly and downloads are necessary to stay current with the latest pricing and information. *ATLAS* contains the entire shop library (Maintenance manuals, Reference manuals, and Parts lists and pricing for each product). *ATLAS* works in conjunction with *ECLAIM* to allow for up-to-the-minute pricing updates. It also contains downloadable Diagnostics, Flash ROM BIOS, and the most frequently requested files from the Toshiba BBS. Between new releases, any new information necessary for the repair of subsequent equipment will be available as Service Launch Documents on the T-FAX system. Extra copies of *ATLAS* may be purchased from the parts department.

The Technician's Ready Reference Guide, a collection of service material compiled to provide technicians with the information most often needed when repairing a product, is updated quarterly. Each location will receive one of the updated versions. Extra copies may be purchased by FAX for a nominal fee.

Before Calling Toshiba

Before Calling Service Engineering:

For Technical Troubleshooting help, the ASP must have the account number, and the model number of the machine, or an accurate product description.

To provide adequate support, after the technician has begun troubleshooting, the Service Engineer needs to know what work has been performed, if any voltages were taken, and what those measurements were, along with any other relevant information.

Before Calling Customer Service:

When calling for information or status of an existing order, please have the confirmation number and part number ready.

Referrals

Toshiba offers end users a free Service Referral number which provides them with the names and addresses of local Authorized Service Providers. Zip Code location is used as the basis for the referral and the customer may request a fax copy be sent to him. Referrals are given based on Toshiba's three-tiered service level system.

1st ASP given	Regional Premier ASP is given to each customer requesting a referral.
2nd ASP given	Enhanced ASP referral in local area.
3rd ASP given	Standard ASP referrals are given when neither a Premier ASP nor Enhanced ASP are locally available to the customer.

Chapter 3 Credit & Accounting

NOTE: You must keep your account current to insure prompt shipment of parts in stock.

Avoiding Credit Issues

All payments are due net thirty (30) days from the date of invoice. If parts on the same purchase order are billed at the time of shipment, payment is still due thirty (30) days from the invoice date. When an invoice reaches ten (10) days past due, all customers, without exception, are placed on suspension of shipment. When calling your customer service representative, you will be instructed to have your accounts payable representative contact your assigned Toshiba Credit Department Representative.

All charges that have previously been invoiced are the full responsibility of the ASP. This is true even if the intention is to return a defective part from a cross-ship order to Toshiba. If the part has not been received and credited, the invoice remains subject to a net thirty (30) day payment.

Anticipated credits cannot be applied for reconciliation of existing invoices. Credits on your account may be used for existing invoices. Please have your accounts payable representative contact your ***Credit Department representative*** to pay invoices with existing credits.

Disputes regarding credits, and resolution of parts discrepancies must be reported to the appropriate Toshiba representative within 90 days of occurrence. After 90 days, records are archived by Toshiba and its suppliers. If supporting information or documentation is not available from our vendors, you are responsible for outstanding invoices after 90 days.

If you have any questions about credit lines, please have your company's accounts payable person contact the Toshiba Credit Department representative assigned to your account.

Cross-Ship

Cross-ships are billed and impact a credit line immediately upon shipment. The part is invoiced when shipped, which increases the exposure on the ASP's credit line.

If parts are not returned within the mandated time of fifteen (15) calendar days, the corresponding invoice plus the handling fee of \$35 per outstanding part is the sole responsibility of the ASP without exception. If payment is not received within the net thirty (30) days from invoice date, shipping delays will result.

The \$35 handling fee per part is due and payable thirty (30) days from the invoice date. If it remains unpaid it will result in shipping delays.

Chapter 4 Facility Updates

Administrative Changes

Toshiba requires that all administrative changes to an account be submitted in writing on corporate letterhead. Changes in address, company name, ownership, technician additions or deletions or phone number may be submitted via facsimile to (714) 587-6729.

Adding Sublocations

Authorized Service Providers with more than one location may request drop-ship service to any reported and approved location. Toshiba must be advised of all additions and changes. Correspondence on corporate letterhead with proper approval from the corporate office of the ASP will be accepted when the following information is included:

- Complete Address
- Phone #
- Names of Technicians and Tech ID #s
- Contact Name
- Fax #
- Statement of Financial Responsibility
- Resale Certificate for Location

Requirements Necessary to Maintain Authorization

Standard ASPs must have at least one (1) Toshiba Technician A+ certified, have a minimum credit line of \$15,000, maintain a customer satisfaction rating of 3.25* or higher with a customer response rate of 30%, and pay an annual fee of \$500.00 per location (\$2,000 maximum).

Enhanced ASPs must have 50% of the Toshiba Technicians A+ certified, have a minimum credit line of \$30,000, maintain a customer satisfaction rating of 3.75* or higher with a 35% customer response rate, accept referrals, and stock a minimum of \$15,000 worth of parts for current products per location. Current parts are products on the active sales list or discontinued within the last 12 months.

Premier ASPs must have 100% of the Toshiba Technicians A+ certified, have a minimum credit line of \$50,000, maintain a customer satisfaction rating of 4.25* or higher with a 40% customer response rate, accept referrals (including mail-in service referrals), stock a minimum of \$100,000 worth of parts for current products, and sell parts to end-users.

DirectCare (Self-Service, End User Account) must maintain authorization for specific products being serviced, own a minimum of 25 total units of CSD products, and service only company owned products.

*Based on survey sent to customers after warranty repair with a range of poor to excellent (1 to 5).

ASP Conduct and Grounds For De-Authorization

Toshiba will consider failure to meet or maintain the requirements listed here, and those agreed to in your ASP contracts, as grounds for de-authorization. If the sole Toshiba certified technician leaves the employ of the ASP, the ASP will have 30 days in which to have another Toshiba technician certified. Toshiba must be notified in writing at least thirty (30) days in advance of adding or deleting any service locations. All additions must be approved in writing by Toshiba and have at least one A+ certified technician on staff before performing warranty repairs. No additional charges may be made to end users for repairs made under the Standard Limited Warranty.

Any non-standard or illegal business practices are also considered grounds for de-authorization. Please refer to your written ASP contract for specific requirements.

Chapter 5 Labor Reimbursement

Filing Labor Reimbursement Claims, CTIA or ECLAIM

The *ECLAIM* claim processing module can be ordered by calling Advanced Computing, (714) 450-9150. It allows ASPs to check and submit warranty labor claims electronically.

Authorized Service Providers receive warranty labor reimbursement on a per incident (once within thirty (30) days), flat fee basis that is listed below. Claims may be filed via *ECLAIM*, an electronic claim filing program, or by mail using standard Comptia (CTIA) warranty reimbursement forms*. See Chapter 6, Ordering Parts, for shipping instructions for warranty parts and claim filing address.

* A \$5.00 processing fee will apply to claims not submitted electronically.

Reimbursement Rate Structure

Labor Reimbursement Rates	<i>STANDARD</i>	<i>ENHANCED</i>	<i>PREMIER</i>
<i>Effective 2/1/93</i>			
Computers DOA parts	\$0	\$0	\$0
Notebook Computers same for "no parts used"	\$60	\$90	\$110
Desktop Products	\$60.00	\$85.00	\$100.00
All Accessories	\$35	\$35	\$35

Warranty Claim Rejections

Incomplete or inaccurate claims will be rejected and returned to the ASP. A \$12.50 rejection fee will be charged on each rejected paper claim. This fee is not assessed on claims that are filed electronically and later rejected. Rejections include, but are not limited to, noncertified technicians, nonauthorized locations, incompatible part(s) replaced, proof of purchase not attached, warranty expired, and claim already submitted in the last 30 days. Toshiba does not pay labor reimbursement for DOA parts or for subsequent repairs within a 30 day period. If you repair a unit twice in a 30 day period for nonrelated failures, please contact your Channel Account Representative for approval.

NOTE: All warranty claim disputes must be finalized within 90 days from date of service performed

Quality Service Rating (QSR) Information

Toshiba monitors the performance of Authorized Service Providers by mailing a questionnaire to all customers that have received warranty service on their Toshiba portable computer. Customers are questioned via QSR letters* on satisfaction of service performed, time taken to repair, problem corrected, etc. Please encourage your customers to complete and return these questionnaires when they receive them in the mail. They may be mailed or faxed in to Toshiba at the customer's convenience. This helps us to determine if Toshiba is offering the best programs for maximum customer satisfaction and brings potential problems to our attention.

*Desktop product claims do not receive written QSRs, instead a sampling of customers are contacted via phone.

Exception Codes

Occasionally, a Toshiba Technical Service and Support Department will issue an exception code to a customer or ASP for a warranty exception. This code must be included on all documentation that is submitted either with the defective part or for labor reimbursement. If filing via ECLAIM, please input the exception code in the appropriate area. If filing via hard copy Comptia form, list the exception code under special instructions.

Chapter 6 Parts

Ordering Parts

Toshiba offers parts ordering to ASPs as follows:

Sales Order: Direct part(s) purchase. ASP sales price invoiced upon shipment.
Same day shipment (if ordered by 3 p.m. local time and if part is in stock).
Shipped via carrier of ASP's choice.

Warranty Cross-Ship: One unit repair per cross-ship. Four parts maximum.
If five or more parts are needed for the repair, you may place two cross-ships. Part(s) shipped Federal Express Priority One.
Same day shipment (if ordered by 3 p.m. local time and if part is in stock).
ASP sales price invoiced upon shipment.
Invoice due in net 30 days.
Defective part(s) must be returned within 15 calendar days.
Credit memo generated for full credit.
\$35 per part handling charge for late return.

Post-Warranty Cross-Ship One unit repair per cross-ship. Four parts maximum.
FEE: \$35 per line item.
Part(s) shipped Federal Express Priority One.
Same day shipment (if ordered by 3 p.m. local time and if part is in stock).
ASP sales price invoiced upon shipment.
Invoice due in net 30 days.
Defective part(s) must be returned within 15 calendar days.
Credit memo generated for partial credit. (Credit given is ASP sales price minus ASP exchange price.)
\$35 per part handling charge for late return.

Warranty RMA: Defective part(s) must be shipped to Toshiba prior to shipment of replacement.
Part(s) shipped Federal Express Priority One once defective part is received.
No invoicing takes place.
RMAs are active for 30 days from order date.

Post-Warranty RMA: Defective part(s) must be shipped to Toshiba prior to shipment of replacement.
Part(s) shipped via carrier of ASP's choice once defective part(s) received.
ASP exchange price invoiced upon shipment of replacement part(s).
RMAs are active for 30 days from order date.

NOTE: Please see Appendix "D" for Fax order form.

Shipping Instructions

All defective parts (excluding desktop monitors) must be shipped to:

TOSHIBA AMERICA INFORMATION SYSTEMS

9740 Irvine Blvd.

Dock F-FSRMA

Irvine, CA 92718

RMA#_____ The RMA # must be clearly printed on the outside of each box.

RMAs for defective monitors are shipped to:

TAIS

TSS RMA Return

3696 Knight Road

Memphis, TN 38118

RMA # _____ The RMA # must be clearly printed on the outside of each box.

The top copy of the CTIA form (if not using ECLAIM) must be mailed under separate cover to:

Toshiba America Information Systems

c/o Advanced Computing

15355 Barranca Parkway

Irvine, CA 92718

Parts must be shipped with the following paperwork:

- A parts Repair Tag and either the bottom copy of Comptia (CTIA) form or the ECLAIM printout.

Parts Repair Tag

All repairable service parts returned to Toshiba must be accompanied by a completed Parts Repair Tag. The use of this tag will:

- Reduce repair cycle time.
- Decrease overall inventory levels which will help to maintain repair costs.
- Assist Toshiba in gathering failure information, which will be utilized as a diagnostic tool to determine failure trends. These trends are very important to Toshiba Japan in the modification of existing products as well as the design of future products.

Parts Repair Tag Requirements

1. Fill out completely.
2. Remove and save the top copy (CUSTOMER COPY) of the form for your records.
3. Return the remaining two portions of the form with the defective part.

***NOTE:** The information you provide on the repair tag is essential to Toshiba in addressing the DOA concerns of our Service Channel.*

For Additional Forms

- Fax: (714) 587-6648, using the order request form (please note that there are 50 forms in a package)
- Part number: REPAIRTAG-9900
- NO CHARGE

Toshiba is committed to supporting its Authorized Service Providers. Please do not hesitate to call us if you have any questions.

Bottom Cover Replacement Procedure

Warranty Units

After replacing the bottom cover, fill out an International Warranty Sticker Request Form available via T-Fax (714) 587-6171, Doc # 6014.

Registered units If the original cover had an International Warranty sticker, please list the registration number on the form.

Non-Registered units If the customer has not previously enrolled in the program, please fax a legible copy of the bottom cover along with the proof of purchase. All the required information is requested on the form, which must be completed accurately and faxed to 714-455-1665.

Out of Warranty Units

Fill out the International Warranty Sticker Request Form. A photocopy of the original bottom cover with the serial number sticker in position must be included with the request form. The copy of the bottom cover will serve as proof of the original serial number. The replacement sticker sent from Toshiba will note the unit as "warranty expired."

DOA Parts Policy

ASPs may return out of box DOA (Dead On Arrival) or dead off the shelf parts by faxing the order request form to (714) 587-6648. Please note the original RMA or order number of the D.O.A. part in the area provided on the form.

A warranty cross-ship order for the DOA part will be placed for immediate shipment (when stock is available). Cross-ship instructions and penalties for late return of part(s) still apply.

A *parts repair tag* **must** accompany the DOA part. All returned DOAs will be tested and a fee of \$35 will be charged to the ASP's account for any part found to be fully operational.

Labor reimbursement will not be paid for DOA parts. Warranty claims that are submitted for DOA parts will be rejected and the standard \$12.50 rejection fee will be deducted.

Parts Replacement Policy

Toshiba offers a ninety (90) day parts warranty. Parts replaced during the limited warranty period of the computer have a warranty period of ninety days or the remainder of the computer's limited warranty. Parts replaced outside the computer's limited warranty have a ninety (90) day warranty on the part only. No labor reimbursement will be paid.

Toshiba offers a parts shelf life warranty to ASPs that stock Toshiba parts until product stock balancing discontinues. The ASP must provide the original order number for the defective part.

Stock Balancing

Spare parts stock balancing is allowed once per quarter for each ASP, for up to 50% of the previous quarter's purchases. Quarterly stock balancing credit dollars cannot be accumulated or rolled over from quarter to quarter. ASPs with multiple locations for one billing account must consolidate all parts to be returned before calling for an RMA (Return Material Authorization) number. ASPs may request a Stock Balancing RMA only once per calendar quarter.

Only service parts purchased directly from Toshiba America, Computer Systems Division, Technical Service and Support, are eligible for stock balancing.

Instructions:

- All parts must be in good working order, packaged in original or like original containers, including the proper ESD protection.
- Any returned part that does not match the approved stock balancing RMA will be returned to the ASP. Return shipping costs will be charged to the ASP's account.
- Any approved part that is found to be defective will be handled as follows:
 1. Non-repairable parts will be scrapped and no credit will be issued.
 2. Repairable parts will be partially credited.
- The Stock Balancing Request Form is available on T-FAX and should be faxed to the Customer Service Department, (714) 587-6648.
- An RMA# will be issued to the ASP contact within ten (10) business days of requested receipt.
- No additional parts may be added to the requested RMA.

- Stock Balancing RMAs are valid for thirty (30) days. If a Stock Balancing RMA is shipped to Toshiba Technical Service Support more than thirty (30) days after the RMA# is issued, it will NOT be accepted and will be returned at the ASP's expense.
- All parts must be consolidated and shipped together. A detailed packing slip is required for each box, including RMA#, PART#, & QTY.

No restocking fee will be charged for the first twenty-five percent (25%) of the previous quarter's purchases. A restocking fee of twenty-five percent (25%) will be charged for the remainder of the stock balancing request.

Example:	\$20,000.00	Last quarter's total purchases
	\$10,000.00	Stock Balancing request limit
	\$5,000.00	at No restocking fee
	\$5,000.00	at a 25% restocking fee
	\$8,750.00	Total Credit to Account

Defective repairable parts will be repaired and placed in Toshiba's inventory, and a credit will be issued at ASP sale price less exchange price.

Example:	\$500.00	ASP sale price
minus	\$250.00	ASP Repair/Exchange price
	\$250.00	Credit to account

Credit will be issued to the billing account within thirty (30) days of receipt. All Stock Balancing RMA parts are inspected and tested before being submitted for credit. The amount of credit will be based on current ASP pricing. Credit will not be applied to a separate Toshiba finished goods account, nor be remitted by cash or check.

Ineligible Parts

- Whole Units
- Accessories (e.g., A/C and auto adapters, CPUs, memory, modems, carrying cases, power cords, ballpoint mice, numeric keypads, battery rechargers, software, desk stations, external floppy drives, external tape drives, expansion cards, and boxes).
- Consumables (e.g., batteries, toner, drums, ribbons, and fusers).
- Parts with sale price of \$25.00 or less (from Toshiba to ASP).

- Parts for products that have been discontinued for more than 3 years. From time to time, specific parts may be added, 30 day notice will be given.
- Component Parts (e.g., CPU chips and BIOS).

Discrepancies

When RMAs are received with incorrect parts, the RMA is considered incorrect, is not received, and is sent to our discrepancy department for resolution. Discrepancies can occur because of, but are not limited to, the following reasons:

- Missing Components
- Item not required with return
- Defective part sent on sales order # instead of RMA number
- No Proof of Purchase
- Physical breakage
- Past valid return date
- Part not listed on RMA
- Not a Toshiba part
- Bad RMA #

Depending on the issue, ASPs are either called for resolution of the discrepancy, or the part(s) is returned with an explanation.

Battery Recycling Procedure

Batteries must be disposed of properly. If you have replaced a dead battery with a new one, select one of the following methods to dispose of the dead battery.

- Call your local department of waste management or pollution control agency. Ask them how to contact a local hazardous material recycling company.
- Call the Portable Rechargeable Battery Association (PRBA) at: (404) 612-8826. They will give you the information you need for proper battery recycling/disposal.

- Send dead Toshiba batteries back to us and we will properly dispose of them. If you're sending us 50 batteries or less, follow these guidelines.
 1. Discharge all batteries fully.
 2. Box them up in a way that they will not come in contact with each other or short circuit. You can individually wrap them in plastic or separate them and cover the terminals with nonconductive tape.
- Clearly mark the box with the contents, "10 NiCd and 15 NiMH batteries for recycling."
- Address the box as follows:

Toshiba America Information Systems, Inc.
9740 Irvine Blvd.
Dock F
Irvine, CA 92718
Attn: Kenny Shaw - Battery Recycling

Chapter 7 Shop Environment

Toshiba requires that Authorized Service Providers maintain a suitable shop environment, complete with the tools and testing equipment needed to offer an accurate diagnosis of the failure. Toshiba also requires that all shops provide ElectroStatic Discharge (ESD) protected work areas and ESD education for the technicians. ESD Kits are available for purchase to ASPs. Please call 800-833-3001 for more information.

ESD Protected Work Areas

- Wrist straps
- Grounds for wrist straps
- Anti-static mats
- Anti-static bags for transporting PCBs
- Part Numbers for ESD kits:
 - ESD-8511 - Portable ESD kit
 - ESD-8503 - Workstation ESD kit

Parts Storage

Parts must be stored in original packaging, antistatic bags, or ESD shielded bags

Tools and Equipment

Computer

- CD ROM
- Modem
- printer (optional)
- ECLAIM Parts Pricing manual
- 2 sizes of Philips screwdrivers, one to fit 3mm, one to fit 2 & 2.5mm
- Standard sized flat head screwdriver
- Nut driver (6mm)
- Tweezers (to pick up tiny screws fingers can't reach)
- Chip remover
- Fiberglass tape
- Case separation tool

Pen-Based Systems

- T200CS Stylus
- T200CS Floppy Disk Drive
- T100X Stylus

- T100X Floppy Disk Drive

ECLAIM

The minimum hardware and software requirements your computer needs to install and run ECLAIM for Windows are:

- A 486 processor, 50MHz computer
- Running version 6.2 DOS or higher
- 16 MB of available RAM memory
- 28MB of hard disk space
- Windows 3.1 or higher, running in enhanced mode, Windows '95 is recommended
- A Mouse (highly recommended)
- A Modem, set to run at 9600 baud or higher

ATLAS System Requirements

- IBM® PC or Compatible, 386 or higher with 4 MB RAM
- A CD-ROM Drive supporting ISO 9660 standard
- MS-DOS® Version 3.3 with Microsoft Windows or Windows 95
- VGA (640x480 or higher) monitor supported by Windows™
- A mouse supported by Microsoft Windows™
- Minimum of 5 MB available hard disk space
- A printer capable of supporting full page bit maps
- Network support on all Net-Bios compatible networks

Diagnostics

Digital Multimeter (Volts (AC & DC), Ohms, Milliamperes)
 Oscilloscope
 Printer port LED
 Wraparound plugs (for both styles of parallel and RS-232 ports)
 External Monitor (Monochrome, 9-pin, and 15-pin)
 External FDD (5 1/4")
 Modem (for downloading updated BIOS information for FLASH ROMs)
 ASP diagnostic diskette
 Toshiba DOS diskettes
 Toshiba diagnostic/supplemental diskettes
 Current virus detection software
 Modem software

Standard external keyboard

PM Equipment

Solution to clean plastic case

Screen cleaner

Platen, or rubber roller restorer (Printers)

Chapter 8 Training Requirements and Programs

A+ Certification

Toshiba requires that all Toshiba Certified Technicians be A+ Certified. Your Toshiba A+ Certified Technician will be allowed to perform warranty repairs on the full line of Toshiba portable computers. To qualify, have your technician fax his A+ Certificate with a completed Toshiba A+ Technician Registration Form. This form is available on T-Fax (714) 587-6171, document # 6020. After qualifying, we will send a card in the mail informing you of your Toshiba Tech ID number. Those technicians who are already Toshiba Certified will have their records updated, but will keep their existing Toshiba Tech ID number.

If you are unfamiliar with A+ Certification, would like information on study materials, or would like to register for an exam, please contact the A+ Registrar at 1-800-77MICRO (1-800-776-4276).

Toshiba Master TechTraining Program

To assist your technicians with Toshiba-specific knowledge, Toshiba presents our hands-on course, *Toshiba Master TechTraining Program*, available to all ASPs at regional sites throughout the United States. This optional course includes hands-on experience with our full line of products, troubleshooting, PCMCIA configuration and troubleshooting, OS configuration, and so much more! Details about this course and a current class schedule are available on T-Fax, documents #6023 and #6029. A+ Certification is *not* a prerequisite for attendees of this course.

If you have any questions about our certification requirements, please don't hesitate to call our *TechComm Support Line* at (714) 587-6346.

Certification and Training for Desktops

Technicians who have met the A+ requirement to perform warranty repair on Toshiba portable computers are also authorized to repair our desktop computers.

Video-based (VBT) training kits are available to help inform and educate our certified technicians. While this is not a certification requirement, Toshiba encourages every technician who may be asked to repair these products to view the 30 minute videos and to register with us as having completed the training kit. All technicians who do register with us will receive a certificate verifying that they have completed training for this line of products. You may purchase a training kit by ordering via T-Fax. Portable kits include: a Video, Newsletter, and Response Card. Desktop kits include: a Video, Newsletter,

Response Card, Maintenance Manual, Parts Catalog (if available), and Troubleshooting flowchart (if available). The cost for the kit is \$50.00.

Our Toshiba Hands-on Master TechTraining course includes training on both portables and desktops. For more information about availability, call (714) 587-6346.

Desktop products are included in our current line of support documentation, including *Atlas*, the Technician's Ready Reference (TRR), and T-Fax.

Chapter 9 Warranty Service Programs

Toshiba's Limited Warranty Terms and Conditions

This standard Toshiba America Information Systems, Inc. ("TAIS") United States Limited Warranty, optional TAIS warranty programs and all extensions thereof do not include service, repair, or replacement to correct any damage caused by improper installation, improper connection with any peripheral, external electrical fault, accident, disaster, misuse, abuse, or modifications to the computer not approved in writing by TAIS. All other express or implied warranties, including the implied warranty of merchantability and fitness for a particular purpose, are hereby disclaimed.

IF THIS PRODUCT IS NOT IN GOOD WORKING ORDER AS WARRANTED, THE SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. IN NO EVENT SHALL TAIS, TOSHIBA CORPORATION, OR ANY DEALER, DISTRIBUTOR, RESELLER, OR AUTHORIZED SERVICE PROVIDER/PARTNER BE LIABLE FOR ANY DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT. THIS LIMITATION APPLIES TO DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO, DIRECT OR INDIRECT DAMAGES, LOST PROFITS, LOST SAVINGS OR OTHER SPECIAL, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES WHETHER FOR BREACH OF CONTRACT, TORT OR OTHERWISE, OR WHETHER ARISING OUT OF THE USE OF OR INABILITY TO USE THE PRODUCT, EVEN IF TAIS, TOSHIBA CORPORATION, OR ANY DEALER, DISTRIBUTOR, OR AUTHORIZED SERVICE PROVIDER/PARTNER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR ANY CLAIM BY ANY OTHER PARTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY OR MAY NOT APPLY TO YOU. TOSHIBA AUTHORIZED DEALERS, DISTRIBUTORS, AND AUTHORIZED SERVICE PROVIDERS/PARTNERS, WHETHER DOMESTIC OR INTERNATIONAL, MAY BE CHANGED, ADDED OR DELETED, WITHOUT NOTICE OR LIABILITY. TAIS DISCLAIMS ALL LIABILITY ARISING OUT OF THE CHANGE, ADDITION OR DELETION OF ANY DEALER, DISTRIBUTOR OR AUTHORIZED SERVICE PROVIDER/PARTNER TO THE PROGRAM. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO SUCH LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

During the standard or extended warranty period(s) TAIS will, at no additional charge to you, repair or replace defective parts with new or reconditioned parts at its option. Reconditioned parts will be equal in performance to original parts. All original parts and

products replaced by TAIS or its Authorized Service Providers, become the property of TAIS. You are responsible for payment, at current rates, for any service, repair, or replacement outside the scope of this Limited Warranty.

Acceptance by a TAIS Authorized Service Provider/Partner or by a TAIS authorized agent does not mean that your product will be repaired without cost to you. If TAIS's Authorized Service Provider/Partner determines that the repairs required are not covered by your standard Limited Warranty or any optional service program or extension thereof, you will be notified. If you authorize repairs, you will be responsible for paying the current standard repair rates.

PRE-EXISTING FAILURES ARE NOT COVERED UNDER ANY TAIS OPTIONAL OR EXTENDED SERVICE PROGRAMS. PRIOR ENROLLMENT IS REQUIRED IN ANY OPTIONAL OR EXTENDED SERVICE PROGRAM AND THE FEE WILL NOT BE PRORATED.

TAIS reserves the right to alter or cancel these programs at any time without prior notice and to request product proof of purchase to validate warranty eligibility.

DATA STORAGE MEDIA

The only effective protection for the data stored in a computer, such as on a hard disk, is a regular discipline of backing up that data. TAIS and its representatives accept no responsibility for any software programs, data or information stored on any media or any part of any product returned to TAIS or its representatives for repair.

TAIS and its representatives will make every effort to return your product with all your software programs, data, or information stored on any media intact. **HOWEVER, IF DURING THE REPAIR OF THE PRODUCT THE CONTENTS OF THE HARD DISK OR DATA STORAGE MEDIA ARE ALTERED, DELETED, OR IN ANY WAY MODIFIED, TAIS OR ITS REPRESENTATIVES ARE NOT RESPONSIBLE WHATSOEVER.** It remains solely your responsibility to assure the integrity of any software programs, data, or information stored on any storage media or any part of any product returned for repair to TAIS, its dealers, distributors, resellers, or Authorized Service Providers/Partners.

PRE-INSTALLED SOFTWARE

Even though TAIS has reviewed some or all of the pre-installed software and documentation, TAIS makes no warranty or representation, either expressed or implied, with respect to software, its quality, performance, merchantability, or fitness for a particular purpose. Nor does TAIS warrant that the functions contained in this software will meet your requirements or that the operation of this software will be uninterrupted or error free. As a result, unless otherwise stated in writing, this software is sold "as is."

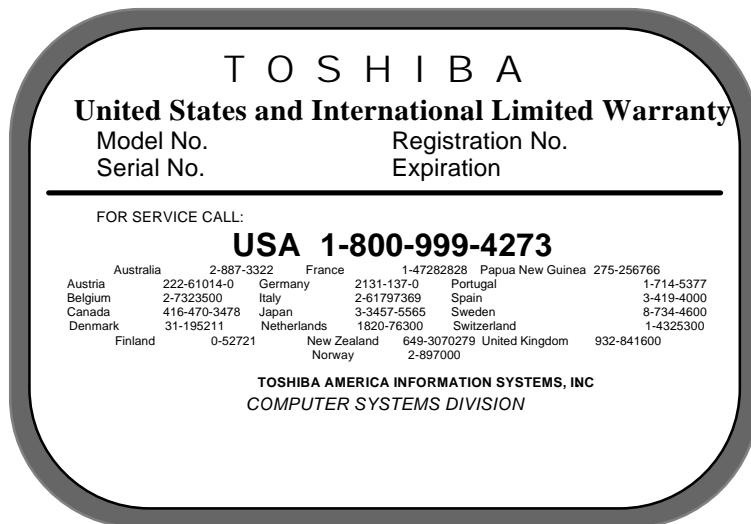
Should this software prove defective, you, the purchaser, are assuming the entire risk as to its quality and performance as well as any costs associated with servicing, repairing, or correction.

In no event will TAIS, its dealers, distributors, resellers, or Authorized Service Providers/Partners be liable for direct, indirect, special, incidental, or consequential damages resulting from any defect in the software or its documentation, even if advised of the possibility of such damages. In particular, TAIS or its representatives shall have no liability for any programs or data stored or used with TAIS Products, including the costs of recovering such programs or data.

International Warranty Stickers

Below are reproductions of the old USILW sticker, the International Warranty stickers for Spain and Canada, and the new universal USILW sticker. All participants in the International Warranty Program will be using one of these formats for their stickers, although the specific information and language used will vary from country to country.

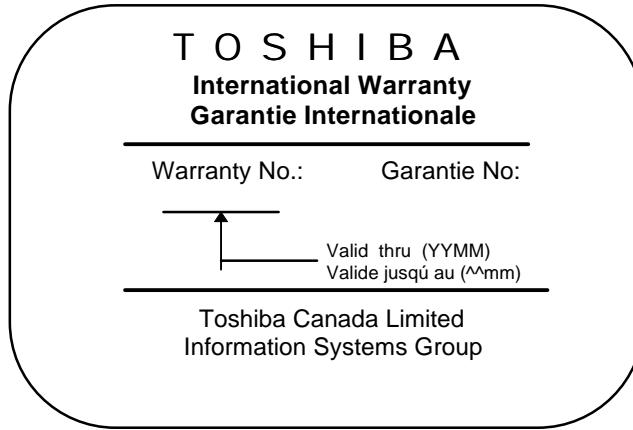
Old USILW Sticker



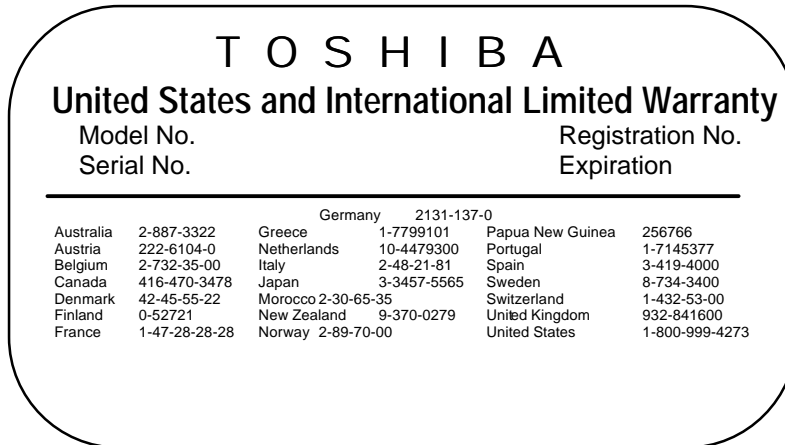
International Warranty Sticker
for Spain



International Warranty Sticker
for Canada



New Universal USILW Sticker



Toshiba America Information Systems, Inc., Computer Systems Division announced a line of Service and Support Programs effective November 1, 1993. Descriptions and pricing for these programs can be downloaded from T-Fax (714-587-6171). T-Fax document numbers are provided with the following descriptions:

T-Programs for Portables

T-World offers standard warranty coverage in over 20 industrialized nations of the world and is free of charge. Registration materials are packaged with the unit or can be ordered for the customer through T-Fax Doc. # 6500. A listing of International Authorized Service Providers can be downloaded on T-Fax, Doc. # 6505. Replacement stickers are available on T-Fax Doc. # 6014.

T-Plus offers users of non-three-year warranty products (Satellite series i.e., T1900), the ability to receive the additional two years of warranty for \$199.95 for color units and \$139.95 for mono units. T-Fax Doc. # 6501, 6502, 6503.

T-Pak provides, through Mail Boxes, Etc. (with over 1500 strip mall locations nationwide), for a fee of \$22.50 per unit, but not per incident, proper packaging, insurance, and overnight shipment to the nearest Premier Authorized Service Provider where it is promptly repaired, tested, and returned to wherever the customer wants via over-night express delivery.

T-Site offers guaranteed next business day on-site-service through BancTec USA, Inc. (within a 100 mile radius of major metropolitan areas). A fully trained service technician will be on site the next business day with the necessary part(s) to complete the repair. The fee is \$49.95 per year. Closure calls to the customer or Help Desk can be requested from BancTec.

T-Care offers the same benefits as T-Site for users that fall outside the geographic boundaries (100 mile radius of major metropolitan areas). For \$49.95 a year, guaranteed next business day return of the unit through a Premier Authorized Service Provider or a free loaner (upon request through TAIS) is provided if the repair takes longer.

T-Screen is no fault protection against screen breakage and is an industry first. At only \$179.95 per year for color units and \$49.95 for mono units, this program covers screen cracks or breakage for up to two incidents a year, with a third incident covered at 50% MSRP of the cost of the screen.

NOTE: Prices are subject to change without notice. Please refer to T-Fax for the most current pricing.

Chapter 10 Frequently Asked Questions

Customer Service Representatives, Regional Service Representatives, Service Engineers, and Product Support Specialists answer thousands of questions from Toshiba customers, dealers, and ASPs each day. To assist you in handling service issues for Toshiba computer products, we have published the questions we hear repetitively along with the correct responses. We hope this helps you in dealing with your customers.

Q. Where can I find a price for a specific part?

A. Toshiba's parts prices are available on the Parts Module ~~of~~ *ECLAIM*. Updates are downloadable via a bulletin board. Pricing is also available through ~~the~~ *ATLAS* system, giving up-to-the-minute pricing access. All pricing ~~is~~ *ATLAS*

B. is dynamically linked to the *ECLAIM* system.

Q. How many days do I have to return a defective part on a cross-ship order?

A. 15 calendar days from the date of shipment of replacement part.

Q. Can I return unused batteries on Toshiba's Stock Balancing program?

A. No, accessories and consumables are not returnable under the Stock Balancing requirements.

Q. What are the requirements to become an Enhanced Service Provider and obtain a higher referral status?

A. Enhanced Service Providers stock a minimum of \$15,000 in current parts inventory and must maintain an average QSR rating of 3.5.

Q. Can I get labor reimbursement if I go on-site for a T-SITE customer?

A. No, at this time only BancTec On-Site technicians are eligible for T-SITE labor reimbursement through that service program.

Q. A customer brings their Toshiba computer in for warranty repair and the failure is caused by software configuration errors. Is this covered by Toshiba's warranty?

A. No, Toshiba's limited warranty covers manufacturer's defect of hardware only.

Q. A customer's HDD crashed and they lost all their data. Can Toshiba recover their data as part of the warranty repair?

A. No. The customer is responsible for backing up and restoring data to their computer. Many ASPs will reload software as a courtesy to the customer, but this is not a warranty function.

Q. A customer brings in a computer with a cracked screen and insists that it was not dropped or abused. Can this be covered under warranty?

A. Not unless the customer is enrolled in T-SCREEN. Broken screens and plastic are not covered under warranty, whether or not abuse is apparent.

Q. My customer wants to talk to someone at Toshiba. What do I tell them?

A. You may do one of the following:

Preferred Tell the customer that you will contact someone at Toshiba on their behalf and call 800-833-3001, (this number is for ASPs only), and talk to a Customer Service Representative, or Channel Account Representative.

Optional Give the customer Toshiba's Technical Service and Support address and phone number or fax number.

TAIS
Technical Service & Support
9740 Irvine Blvd.
Irvine, CA 92718
800-999-4273 phone
(714)583-3345

Q. I am sending back a defective nonwarranty part on an exchange. What paperwork should I send?

A. Send a completed Toshiba parts repair tag with the part. If you use the CTIA form as a parts tag, be sure to send the bottom hard copy only.

Q. How do I become A+ Certified?

A. Call the A+ Registrar for registration and testing information, 800-77-MICRO (800-77-64276).

Q. I forgot to put the RMA # on the outside of the box I sent to Toshiba. What will happen to my parts?

A. Toshiba refuses any box without a legible RMA number on the outside of the box.

Q. My customer has lost their proof of purchase (invoice). Can I still repair the unit under warranty?

A. Toshiba's warranty is based on the serial number of the computer. The first two digits are the month and the third digit is the year of the manufacture date. There is a one month grace period beyond the manufacture date.

**TOSHIBA AMERICA INFORMATION SYSTEMS, INC.
COMPUTER SYSTEMS DIVISION
TECHNICAL SERVICE & SUPPORT**

**INTERNATIONAL WARRANTY STICKER REQUEST FORM
(FOR BOTTOM COVER REPLACEMENT ONLY)**

Customer Name: _____

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Foreign Country: _____

Telephone Number: _____

MODEL NUMBER: **PA** _____

SERIAL NUMBER: _____

DATE OF PURCHASE: _____

Check one box:

Previously enrolled warranty unit. Registration #: _____

Warranty unit (FAX proof of purchase)

Out of warranty unit (FAX photocopy of original bottom cover)

FAX this form and requested documentation to TOSHIBA: (714) 450-9155