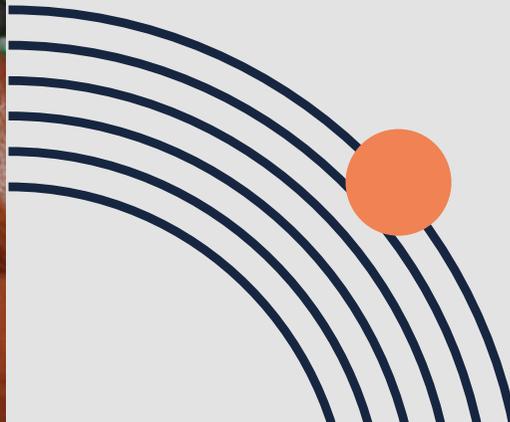


# jp.ik Authorized Service Center for Europe

*SUPPORT HANDBOOK*



## *index*

<b>3</b>	<b>1</b>	<b>INTRODUCTION</b>
<b>3</b>	<b>2</b>	<b>SUPPORT MISSION AND PLEDGE</b>
3	2.1	Support Overview
<b>4</b>	<b>3</b>	<b>HOW TO REACH A SERVICE CENTER</b>
<b>5</b>	<b>4</b>	<b>HOW AND WHEN TO ESCALATE AN ISSUE</b>
<b>5</b>	<b>5</b>	<b>ANNEX I - WARRANTY</b>
5	5.1	General Conditions
5	5.2	Warranty Exclusions
5	5.3	Warranty Terms Applied to Batteries and Screens
5	5.4	User Responsibility

**DISCLAIMER OF jp.ik**

**TECHNICAL ASSISTANCE**

# 1. INTRODUCTION

The purpose of this handbook is to provide guidelines and reference information that you will need when requiring support from **jp.ik**. Specifically, our goal is to provide an overview of technical services and to help you utilize support effectively.

**Please review this handbook carefully. It contains important information regarding your jp.ik support.**

## 2. SUPPORT MISSION AND PLEDGE

**jp.ik** mission and pledge is to use our years of experience in the industry to deliver support of our products for your benefit and insure an extended way of using our products with the least possible downtime.

To this end, a partnership was settled with a network of technical centers in Europe with dedicated, experienced, and skilled professionals who aim to ensure your satisfaction each time you call or email **jp.ik** for support. They are eager to help you to repair the faulty units even when they are out of warranty under a fair price.

### 2.1 Support Overview

Our support is intended to manage incidents of faulty units within and out of warranty.

**From our Authorized Service Center for Europe, you receive the following:**

- Phone and email support
- Online ticket submission
- Instructions with how to send the faulty units
- Support status notification
- Problem analysis and resolution of the faulty unit
- Repaired unit delivery notification

Our Authorized Service Center for Europe comprises a team of individuals who work together to provide dependable and timely resolution to your service requests. For complex problems, our team has access to the experts in our R&D and Factory Operations. Therefore, you have access to the right level of our expertise when you need it.

**Our Authorized Service Center for Europe are covering the following regions (others on request):**



### Maximizing Your Support Interaction

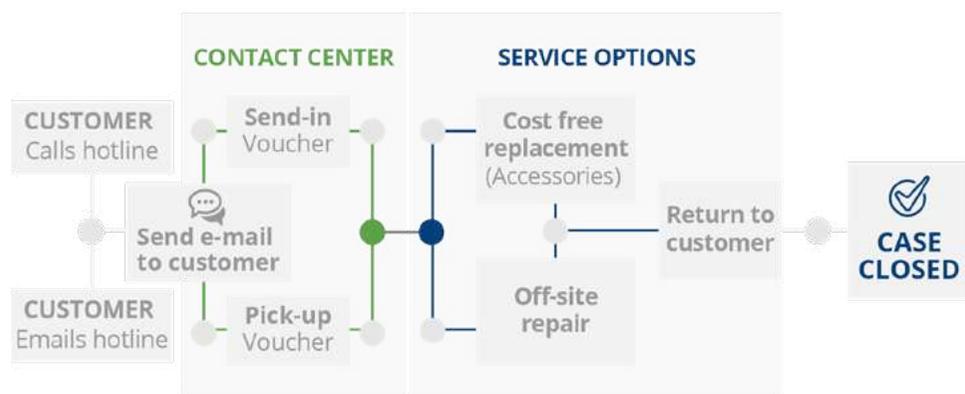
The service provided is B2B (Business to Business) type, that means, the 1st-line support services are assured by your services to your clients. All requests for 2nd-line support, namely the repair of the equipment, are under the scope of this service.

To do so, you must communicate with the technical center that covers your region to arrange with them the collection of defect equipment, as shown in the table below.

COUNTRY	INT. SERVICE NUMBER	LOCAL SERVICE NUMBER	EMAIL ADDRESS
AUSTRIA (AT)	+4313950570	013950570	<a href="mailto:jpik-support-at@medion.com">jpik-support-at@medion.com</a>
BELGIUM (BE)	+3228081037	028081037	<a href="mailto:jpik-support-be@medion.com">jpik-support-be@medion.com</a>
BULGARY (BG)	+35924917199	024917199	<a href="mailto:jpik-support-bg@medion.com">jpik-support-bg@medion.com</a>
FRANCE (FR)	+33186262011	0186262011	<a href="mailto:jpik-support-fr@medion.com">jpik-support-fr@medion.com</a>
ITALY (IT)	+390694808359	0694808359	<a href="mailto:jpik-support-it@medion.com">jpik-support-it@medion.com</a>
GERMANY (DE)	++4920122099155	020122099155	<a href="mailto:jpik-support-de@medion.com">jpik-support-de@medion.com</a>
POLAND (PL)	+48128814038	128814038	<a href="mailto:jpik-support-pl@medion.com">jpik-support-pl@medion.com</a>
PORTUGAL (PT)	+351229059999	229059999	<a href="mailto:pedidos@atinformatica.pt">pedidos@atinformatica.pt</a>
SPAIN (ES)	+34911985455	911985455	<a href="mailto:jpik-support-es@medion.com">jpik-support-es@medion.com</a>
SWEDEN (SE)	+46844686561	0844686561	<a href="mailto:jpik-support-se@medion.com">jpik-support-se@medion.com</a>
UNITED KINGDOM (UK)	+442033185666	02033185666	<a href="mailto:jpik-support-uk@medion.com">jpik-support-uk@medion.com</a>

The macro procedure can be reviewed in the diagram below:

#### jpik Authorized Service center



This procedure applies to all types of technical support, where when is a service request for out of warranty the repair has a fee.

All the services performed out of warranty will be charged directly from our Service Center Partner.

The under-warranty terms can be consulted in Annex I of this handbook.

## 3. HOW TO REACH A SERVICE CENTER

### E-mail

The Service Centers can be engaged to address standard requests by e-mail. For such, please reference the contact email addresses provided in previous page. It is critical that your correspondence be directed to that e-mail address applied to your region, not to an individual's personally assigned address or another region. Sending your correspondence to the correct e-mail alias ensures that your request for assistance will be handled promptly and in accordance to our policies and practices.

You will receive a response notification from our Service Center Partner confirming receipt of your service request. Should your issue be urgent in nature, it is strongly recommended that you contact support via phones to assist in setting the appropriate priority to your request.

### Phone

Service Center Partner agents can be contacted through the usage of their support hotline.

(Please reference the contact numbers provided in previous page).

It is critical that your call be directed to that number, not to an individual's phone number or extension. Directing your call to the correct number ensures that your request for assistance will be handled promptly and in accordance to our policies and practices.

### Webportal

Our Service Center Partners have a WebPortal where you will be forward to work with. Through this WebPortal you will be able to manage your service requests, follow their status and interact with the Service Center.

The WebPortal system will guide you in all the process to open a service request correctly.

The WebPortal access will be given when you contact first time Service Center Partner.

## How to report a problem

Be sure to include the following information as appropriate when you contact our Service Center Partners:

- Company and contact name
- Contact phone number
- Contact e-mail address
- Device model name and serial number
- Detailed description of the problem
- Service request ticket when available

Additional information may be requested by our Service Center Partners agents or WebPortal system.

Before contacting support, insure the problem is not due to any reason other than defect of the product, with the clear notion of being under or outside the scope of the warranty given by **jp.ik**.

When sending the products, ensure that they are properly packaged, without risk of loss or damage, and that they do not contain passwords that prevent the equipment from being repaired (for example, password at BIOS).

## 4. HOW AND WHEN TO ESCALATE AN ISSUE

Our emphasis on achieving superior support cannot be overstated. You may request an escalation at any time.

### Here are some examples where you can trigger this escalation of the problem:

- You need a duly justified exception to the terms of our services
- For any reason you need a prioritization of your case
- Your problem is highly difficult or complex and requires more than a simple repair
- This is a problem that affects a newly received order or affects a large group of machines

ESCALATION CONTACTS			
Organization	Team	email	Phone
jp.ik	Customer Service	customer.service@jpik.com	+351939010305

## 5. ANNEX I - WARRANTY

This annex constitutes the warranty terms for the products supplied by **jp.ik** with warranty.

### 5.1 General Conditions

1. Products supplied by **jp.ik** are guaranteed against manufacturing defects for the agreed period from the date of purchase, as per previous agreement between both parties;
2. The warranty may not be provided under the following cases:
  - a. If the serial number or warranty seal on the product is illegible, defaced or has been removed;
  - b. If there is no proof of purchase that proves the validity of the warranty;
3. Repair or replacement of a product or component may involve the use of a functionally equivalent reconditioned unit;
4. This warranty covers only the hardware components of the equipment (excluding software delivered with or as part of the product).

### 5.2 Warranty Exclusions

The warranty does not cover defects or damage resulting from:

- Usage and normal wear and tear of the product;
- Any type of disassembly, repair, alteration or modification carried out by services not authorized by **jp.ik**;
- Damage caused by accidents, natural disasters, intentional or accidental misuse;
- Abuse, neglect or inadequate maintenance, or its use under abnormal conditions;
- Damage or malfunctions due to improper storage, use or installation, including use of the product under conditions for which it was not previously designed and manufactured, as mentioned in its product manual;
- Damage caused by an external electrical failure or any type of accident;
- Damage or damage caused by inadequate ventilation;
- Damage or defects caused by viruses or any software not originally provided with the product;
- Consumable parts, namely parts that require periodic replacement during the normal period of use of the product;
- Issues arising from product incompatibility or technology limitations.

### 5.3 Warranty Terms Applied to Batteries and Screens

The battery is a component of the product that wears out over its use, having a lifetime of 300 charge/discharge cycles. After these 300 cycles, its capacity may be less than 80%.

A cycle is the period in which a battery discharges below a certain level and recharges. When a battery check is performed, the cycle count is taken from the battery firmware.

The battery warranty only covers failures resulting from defects in materials or workmanship. Warranty does not cover the following:

- Decrease in capacity that occurs over time and with the use of batteries;
- Failure or diminished capacity resulting from accidents, misuse, abuse, contamination or other external causes;
- Failure or decreased capacity resulting from improper or inadequate maintenance, storage or use in non-recommended environmental conditions.

Battery life expectancy depends on product configuration and usage, including but not limited to product model, running applications, power management settings, and product features. Careful reading of the corresponding product manual is recommended.

Small dark/bright spots may appear on the monitor. The monitor contains an extremely large number of thin film/liquid crystal transistors (TFT/LCD) and is manufactured using high-precision technology. Any small dark/bright spots that may appear are an intrinsic feature of the TFT/LCD manufacturing technology and are therefore excluded from the warranty.

### 5.4 User Responsibility

**1.** It is the user's responsibility to correctly package the product for transport, if necessary. Unless otherwise stated, the user will be responsible for shipping costs, as well as transport risks. **jp.ik** or the Authorized Repair Center are not responsible for additionally shipped materials that do not belong to the original supply volume of the product.

**2.** For product repair, it may be necessary to delete all data from the equipment. Before submission, make sure you have a backup of all data, remove all personal information and any blocking methods.

## DISCLAIMER OF JP.IK

With the exception of this Warranty, **jp.ik** makes no other warranties, express or implied, by statute or otherwise relating to the product or fitness for any other purpose.

**jp.ik** or the Authorized Repair Center is not responsible for damage or loss of any programs, data, removable storage device when the user does not make a backup copy before delivering the product. It is expressly stated that, in case of repair, the delivery status is restored. The supplier is not responsible for the restoration or reinstallation of any types of data or programs other than the software installed by **jp.ik** when the product was manufactured.

**jp.ik** will not be held responsible for loss of profits, revenues, early savings contracts or time resulting from use or inability to use the device.

## TECHNICAL ASSISTANCE

Before sending the product, should contact the Authorized Repair Center through the helpline or the service portal. You will get additional information regarding the procedure to follow to ship the product.

The helpline may be subject to charges.

The technical assistance line is never a substitute for consulting the user manual.

### *Tell us what you think!*

Your opinion is important to us! The survey should take around 3 minutes to complete. Your answers are confidential and your identity is protected under jp.group's privacy policy.

### *¡Díganos qué piensa!*

¡Su opinión es importante para nosotros! La encuesta debe tomar alrededor de 3 minutos para completar. Sus respuestas son confidenciales y su identidad está protegida por la política de privacidad de jp.group.

### *Dê-nos a sua opinião!*

A sua experiência é importante para nós! O preenchimento deve demorar cerca de 3 minutos. As suas respostas são confidenciais e a sua identidade é protegida sob a política de privacidade do jp.group.

<http://feedback.jp.education>

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[www.jpik.com](http://www.jpik.com)



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