

FIELD SUPPORT BULLETIN

Number: FSB-96003

Date : 96-04-10

Subject: Toshiba Warranty Verification Methods

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Any of the following methods can be used to verify warranty of a Toshiba computer:

- 1 Proof of purchase (sales receipt).
- 2 Toshiba International Warranty Sticker expiration date (issued by Canada, US or other participating country).
- 3 The manufacture date encoded into the unit's serial number.

Decoding Manufacture Date from Serial Number

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The month and year a unit was manufactured can be determined from the first 3 digits of its serial number

The first and second digits represent the calendar month (01=January, 02=February, ... 12=December).

Example: 04612312

The third digit of the serial number is the last digit of the year. (3=1993, 4=1994, 5=1995, etc.)

From the above example, we can determine that this unit was manufactured in April, 1996. (However, for very old models, such as the T1100+, the year of manufacture would have to be interpreted as 1986, not 1996)

Length of Warranty Period

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For information on the length of product warranty please refer to FSB-94006. It is available from Toshfax, 1-800-663-0378, as document #7705, and from the Toshiba BBS, at (905)470-7122, as a file named '94006FSB.TXT'.

Toshiba of Canada offers a 'Grace Period' of one (1) month at the end of the standard warranty. This is to accomodate the repair, administrative, and shipping time associated with servicing a unit near to, or at, the end of its warranty period.

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For Further Information:

Contact Toshiba Canada Technical Support at 1-800-663-0378