ASUS BUSINESS

BUSINESS SUPPORT GUIDE



ASUS EXPERT SERIES

TRUSTED BY IT EXPERTS
BUILT FOR WORRY-FREE BUSINESS





ASUS SERVICE AND SUPPORT

READY FOR BUSINESS, READY FOR ALL YOUR NEEDS

At ASUS, we lead with innovation and integrity, ensuring every service we provide reflects our commitment to quality, reliability, and long-term value. Our comprehensive service portfolio supports the full lifecycle of your customers' devices—from strategic deployment to protection, optimisation, and expert technical support.

OUR SERVICES HELP YOU

- Foster trust and lasting partnerships by delivering solutions built on integrity and diligence
- Expand your capabilities with ASUS's forward-thinking approach to service excellence
- Enhance profitability by integrating scalable service solutions into your offerings
- Drive business growth through premium, value-added services tailored for commercial needs
- Solve complex IT challenges with agility, ensuring seamless performance for clients

CUSTOMER SERVICE

Customer Care Support

Australia
Contact Toll free number : 1300 278 799
E-mail: vip_au@asus.com
24/7 Online RMA: rma.asus.com/au

New Zealand
Toll free number: 0800 278 788
E-mail: vip_nz@asus.com
24/7 Web RMA: rma.asus.com/nz

Standard Warranty supports 1/3 Years (International Warranty)*

Peace of mind against hardware defects as per warranty policy.

Onsite Service

Your business doesn't need to walk-in to a service center, as there's comprehensive menu of ASUS support services available for you near your business.

*For ExpertBooks and Chromebooks (International warranty valid in 80 countries). **For ExpertBooks and Chromebooks only.

OPTIONAL SUPPORT UP TO 5 YEARS*

*All Optional support mentioned are chargeable

Up to 5 Years International Warranty**

Keeps your organisation well-covered! ASUS offers several extended service options for your ASUS products, depending on your budget and needs.

**For ExpertBooks and Chromebooks only.

Repair Services

Repair Service Packs are available to ensure extra security for your PCs against accidental damages.

Defective HDD/SSD Retention

Allows you to keep your HDD/SSD if it is defective and requires replacement while under warranty. You maintain control of your sensitive data, and dispose of the defective media in a way that meets your security standards.

Battery Warranty

ASUS Battery Service Package is an extension to the period of coverage of the standard battery warranty. With this warranty package, a replacement battery will be provided if your laptop battery has defects.

Next Business Day (NBD)

The Next Business Day On-Site Service*** ensures that an ASUS-authorised technician will come to your designated location(usually by the end of the next business day) for on-site parts repair if your product's issue can't be resolved via phone or online support.

***Call our toll-free number to find out which cities have NBD validity.

Post Warranty Pack

The ASUS Post Warranty Pack offers extended warranty coverage, providing continued support and peace of mind after the standard warranty expires.



SERVICE PACKAGE & PORTFOLIO

DEVICE OUT OF BOX WARRANTY

CATEGORY	VERTICAL	WARRANTY DURATION	SERVICE LEVEL	BATTERY WARRANTY
ExpertBook BR Series	Education	1Y / 3Y	On-site up to 5 business days (International*)	Follow device warranty Max 3Y
ExpertBook B Series	Enterprise	1Y / 3Y	On-site up to 5 business days (International*)	Follow device warranty Max 3Y
ExpertBook P/PM Series	Small Medium Buisness	1Y / 3Y	On-site up to 5 business days (International*)	Follow device warranty Max 3Y
ChromeBook CR Series	Education	1Y / 3Y	Free Pick up and Return (International*)	Follow device warranty Max 1Y
ChromeBook CB Series	Enterprise	1Y / 3Y	Free Pick up and Return (International*)	Follow device warranty Max 1Y
ExpertCenter D/DM/B/BM Series Desktop	Enterprise	1Y / 3Y	On-site up to 5 business days (Australian*)	N/A
ExpertCenter P/PM Series Desktop	Small Medium Buisness	1Y / 3Y	On-site up to 5 business days (Australian*)	N/A
ExpertCenter E/P/PM Series All in One	Small Medium Buisness	1Y / 3Y	On-site up to 5 business days (Australian*)	N/A

*International warranty SLAs may vary by destination. Complimentary pickup and return, or drop off services are subject to local support availability.

SERVICE PACKAGE UPGRADES

SUPPORT	DEFAULT SERVICE	UP TO 5TH YEAR WARRANTY EXTENSION	UP TO 5TH YEAR NEXT BUSINESS DAY	UP TO 5TH YEAR LOCAL REPAIR SERVICE	UP TO 5TH YEAR WARRANTY EXTENSION ON BATTERY	UP TO 5TH YEAR HDD/SSD RETENTION
ExpertBook BR Series	On-site	✓	✓	✓	✓	✓
ExpertBook B Series	On-site	✓	✓	✓	✓	✓
ExpertBook P/PM Series	On-site	✓	✓	✓	✓	✓
ChromeBook CR Series	Free Pick up and Return	✓	✓	✓	✓	✗
ChromeBook CB Series	Free Pick up and Return	3Y	3Y	3Y	3Y	3Y
ExpertCenter D/DM/B/BM Series Desktop	On-site	✓	✓	✓	✗	✓
ExpertCenter P/PM Series Desktop	On-site	3Y	3Y	3Y	✗	3Y
ExpertCenter E/P/PM Series All in One	On-site	✓	✓	✓	✗	✓

SERVICE PACKAGE & PORTFOLIO

SERVICE MODEL	SOLUTION	BUSINESS SUPPORT
MyASUS App - on device management	Single portal for system optimisation, diagnostics by scenario, device management and support. One Click PC check, component test, problem diagnostic and System Updates.	✓
24/7 Online Repair Lodgement	Our 24/7 online portal lets you log repairs anytime, anywhere, ensuring quick turnaround and minimal downtime.	✓
Repair Reports – Post Service	From Single Devices to Contract-Level Analysis. Stay informed with detailed repair reports, whether it's a single device or a fleet covered under contract.	✓
BIOS Level Hardware Diagnostics	Allows for hardware diagnostics without an operating system, avoiding system crashes and saving time.	✓
ASUS Cloud Recovery	Secure way to restore ASUS devices to factory default settings or the latest operating system from the ASUS cloud server.	✓





SUPPORT SERVICES

	BUSINESS SUPPORT	BUSINESS SUPPORT PLUS
Applicable	Small Medium Business, Unmanaged BYOD business (non project business).	Small Medium Enterprise, Large Enterprise, Government and Education business (commercial project business).
Support Level	Level 1/ Level 2 Support with priority access channel to Level 3 Support.	Direct Level 3 Support with specialised support framework leading to FAE, Dedicated Service manager & ASUS R&D teams.
Parts Management	Parts are efficiently managed through ASUS's national hub in Sydney, ensuring seamless distribution and optimised availability across commercial service networks.	Parts are strategically allocated based on end-user location and procurement volume, ensuring optimal availability through national hubs across metro and regional areas.
Troubleshooting	The Service Agent will conduct initial troubleshooting and prioritise resolving the issue at the first point of contact to ensure efficient service and minimal disruption.	ASUS Level 3 Support conducts expert troubleshooting and prioritises resolution at the first point of contact, ensuring efficient issue management and minimal downtime.
Service Management	For return-to-base warranty service, a complimentary pickup is arranged, ensuring secure delivery to the nearest ASUS Service Centre for repair. For on-site service, necessary parts are dispatched from the Sydney hub to the nearest authorised service agent, who coordinates the on-site visit for efficient resolution.	ASUS service operations follow a structured allocation process, with technicians and replacement parts deployed from the nearest metro or regional hub, ensuring seamless support and minimal downtime for commercial clients. Incident categorisation ensures that urgent cases receive priority handling, while predefined service level agreements (SLAs) guide response times and escalation protocols.
Contact	**Australia** **Contact Toll free number :** 1300 278 788 **24/7 Online RMA:** rma.asus.com/au **Drop in:** local service centre **New Zealand** **Toll free number:** 0800 278 788 **24/7 Online RMA:** rma.asus.com/nz **Drop in:** local service centre	**Australia** **Contact Toll free number :** 1300 278 799 **E-mail:** vip_au@asus.com **24/7 Online RMA:** rma.asus.com/au **New Zealand** **Toll free number:** 0800 278 788 **E-mail:** vip_nz@asus.com **24/7 Web RMA:** rma.asus.com/nz

SERVICE RESOLUTION MANAGEMENT

BUSINESS SUPPORT + BUSINESS SUPPORT PLUS

Escalation Process



At ASUS, we uphold a commitment to excellence and customer-centric innovation, ensuring all escalations are handled with agility, diligence, and integrity. Business partners requiring issue resolution should follow the structured escalation framework below to ensure efficient response and minimal service disruption.

Level 1 Support – FrontlineTroubleshooting:

- Frontline service agents attempt first-contact resolution.
- Standard break/fix services applied per ASUS warranty commitment.

Level 2 Support – Advanced Technical Assistance:

- ASUS Expert Engineers analyse complex failures affecting operational efficiency.

Level 3 Support – Expert Engineering & Global Resources:

- Escalation to dedicated ASUS technical specialists for in-depth diagnostics.
- Direct engagement with ASUS R&D teams for critical product refinements and solutions.
- Escalation route to Innovation Solution Experts for post-sale technical guidance.

Executive & Global Engagement – Business-Critical Situations:

- ASUS leadership visibility activated for high-impact resolutions.
- Global support coordination to ensure rapid response and sustained service reliability.
- Strategic intervention for large-scale commercial deployments and system-wide concerns.

This structured, value-driven escalation process ensures swift, strategic issue resolution, minimizing downtime and safeguarding business operations. To initiate escalation process please contact your ASUS representative or ASUS Commercial service team on **vip_au@asus.com / vip_nz@asus.com.**



Online RMA Request



Search for Nearest Service Center



Online Q&A



Hardware Diagnosis



Software Updates

UP TO 5-YEARS GLOBAL WARRANTY

INTERNATIONAL WARRANTY IN OVER 80 COUNTRIES

ALBANIA -	ARMENIA -	AUSTRALIA 1300-278788	AUSTRIA +43 (0) 1360 2775 461	AZERBAIJAN -
BAHRAIN 00973 17727469	BANGLADESH 096 12377123	BELGIUM +31(0)591570290	BOSNIA & HERZEGOVINA +387 339 11 519	BULGARIA +359 70014411
CANADA 1-844-810-5406	CHINA 4000-666-400	CROATIA +385 17776152	CZECH +420 552 302 314	DENMARK +45-43314944
EGYPT 8000060286	ESTONIA +38517776152	FIJI (679) 331 4411	FINLAND +358 969 379 690	FRANCE +33170945060
GEORGIA +995 32 242 22 15	GERMANY +49 (0) 2102 5789 557	GREECE 800-848-1322	HONG KONG (852) 3582-4770	HUNGARY 3615054561
ICELAND +35312678888	INDIA 1800-2678901	INDONESIA 1500128	IRELAND +44-1442265548	ISRAEL +972 (0) 3-374-1339
ITALY +39-(0)287367353	JAPAN 0570-783-230	JORDAN 00962 6 5657144	KAZAKHSTAN 8-800-080-5242	KENYA +254729257147



100% FREE LABOR & SPARE PARTS WARRANTY SERVICE*

We're confident in the quality and durability of our products, so we provide up to 5-years international warranty in 80 countries worldwide for ASUS Expert Series range of products.

* Terms and Conditions Apply.
* Service and warranty coverage may vary depending on country and territory. Please check with your local detailer to confirm the options available.
* Please visit the ASUS support site at www.asus.com/support for current and complete ASUS warranty information and exact international warranty coverage of every countries.
* Although we endeavor to present the most accurate and comprehensive information at the time of publication, we reserve the right to make changes without prior notice.

MEET THE EXPERTS AUSTRALIA | NZ

LEADERSHIP



Emma Ou

Commercial Regional Director

Australia / New Zealand



Leon Brumen

Head of Commercial Business & Commercial Business Director - Education

Australia
0414 909 608
Leon1_Brumen@asus.com

SMB, SME & MIDMARKET



Mark Warburton

Commercial Business Director - SMB, SME, midmarket

NSW/ACT
0401 005 287
Mark_Warburton@asus.com



Chris Succar

Commercial Channel Account Manager - SME

Australia
0416 922 500
Chris_Succar@asus.com



Marco Vargas

Commercial Channel Account Manager - SME

Australia
0416 922 300
Marco_Vargas@asus.com

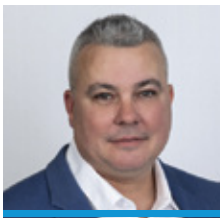


Malin Zhang

Commercial Account Manager - Hybrid

Australia
0413 923 663
Malin_Zhang@asus.com

ENTERPRISE & GOVERNMENT



Craig Dooley

Commercial Business Manager - Enterprise & Government

VIC/TAS/WA
0404 517 994
Craig_Dooley@asus.com



Raj Desai

Commercial Business Manager - Enterprise & Government

NSW/ACT
0427 647 733
Raj_Desai@asus.com



Heath Preston

Commercial Business Manager - Enterprise

NSW/ACT
0404 756 417
Heath_Preston@asus.com

PRESALES & DESIGN



Mervin Uy

Field Application Engineer & Presales Solution Specialist Lead

Australia / New Zealand
0427 719 884
Mervin_Uy@asus.com



Nathan Wynyard

Senior Designer

Australia / New Zealand
Nathan_Wynyard@asus.com

EDUCATION



Leon Brumen

Head of Commercial Business & Commercial Business Director - Education

Australia
0414 909 608
Leon1_Brumen@asus.com



Tony Hospes

Commercial Business Manager - Education

NSW/ACT
0417 655 544
Tony_Hospes@asus.com



Steve Waldie

Commercial Business Manager - Education

NSW/ACT
0404 603 375
Steve_Waldie@asus.com



Sean Morton

Commercial Business Manager - Education

VIC/TAS
0458 377 958
Sean_Morton@asus.com



Jim Lee

Commercial Business Manager - Education & Government

WA/SA
0418 261 175
Jim_Lee@asus.com



Patrick Ware

Commercial Business Manager - Education

QLD/NT
0416 530 556
Patrick_Ware@asus.com

LEADERSHIP



Emma Ou

Commercial Regional Director

Australia / New Zealand



Jackson Hsaio

Head of Commercial Team

New Zealand
0420 309 902
Jackson_Hsiao@asus.com

BUSINESS DEVELOPMENT



Melanie Davison

Business Development Manager

New Zealand
021 328 202
Melanie_Davison@asus.com



Nathan Hughes

Education Account Manager

New Zealand
027 330 7052
NathanJ_Hughes@asus.com

SERVICE



Jimmy Wang

Country Service Manager

Australia / New Zealand

Jimmy5_Wang@asus.com



Troy Dallas

Assistant Country Service Manager

Australia / New Zealand

Troy_Dallas@asus.com

PRODUCT MANAGEMENT & MARKETING



Peihan Ko

Head of Product & Marketing

Australia / New Zealand
Peihan1_Ko@asus.com



Antonio Leone

Marketing Manager

Australia / New Zealand
Antonio_Leone@asus.com



Thuy Koval

Events & Partner Marketing Manager

Australia / New Zealand
Thuy_Koval@asus.com



Robert Corkhill

Digital, PR & Content Marketing Manager

Australia / New Zealand
Robert_Corkhill@asus.com



Nate Boonsorn

Partner Program Manager

Australia / New Zealand
Nate_Boonsorn@asus.com



Shaya Lal

Marketing Coordinator

Australia / New Zealand
Shaya_Lal@asus.com



Kimberly Valent

Product Manager - ExpertBook

Australia / New Zealand
Kimberly_Valent@asus.com



Reina Liu

Product Manager - Chromebook

Australia / New Zealand
Reina_Liu@asus.com



Chyenne Cheng

Product Manager - AiO & Desktop

Australia / New Zealand
Chyenne_Cheng@asus.com



Vivian Hsiao

Supply Chain Manager

Australia / New Zealand
Vivian1_Hsiao@asus.com



Michelle Lin

Product Manager

New Zealand
Michelle3_Lin@asus.com



Caz Nortje

Product Manager

New Zealand
027 258 3600
Caz_Nortje@asus.com



ASUS EXPERT SERIES

TRUSTED BY IT EXPERTS
BUILT FOR WORRY-FREE BUSINESS

ASUS BUSINESS