

Getac, Inc.
15495 Sand Canyon Ave, Suite 350
Irvine, CA 92618 www.getac.com



June 30, 2022

BUSINESS SERVICES DEPARTMENT
SHARED SERVICES PROCUREMENT DIVISION RESPONSIBLE CONTRACT OFFICER: Casey Adams
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701 PH: (520) 837-4128

Dear Sir or Madam

Getac is pleased to submit our proposal response to the CITY OF TUCSON, REQUEST FOR PROPOSAL #226017 MOBILE COMPUTING SOLUTIONS.

For over 30 years, Getac has worked cooperatively with contract administrators, resellers and end users to identify, consult, develop and deploy rugged computing solutions across a wide range of sectors, such as military and defense, law enforcement and public sector, utility, telecom, education and transportation.

Getac is tremendously proud of the impacts we have made in helping leverage technology to support the changing role of mobile data terminals in the public sector across the United States. Our goal is to utilize the OMNIA contract to provide rugged solutions to the communities we live in.

By execution of this letter, we officially submit this proposal showing our pledge in support of this valuable effort. Getac looks forward to the outcome of your evaluation and should there be any questions, please feel free to contact Mrs. Tammy Tubbs, Getac Capture Manager at (949) 217-8939 or tammy.tubbs@getac.com. On behalf of Getac, thank you for giving us the opportunity to respond to this Request for Proposal (RFP) and we look forward to a mutually rewarding partnership.

Sincerely,

A handwritten signature in dark ink, appearing to read "Michael McMahon", is written over a light blue horizontal line.

Michael McMahon
President, Getac North America

A. NOTICE

A.1 Getac Inc. (Original Equipment Manufacturer, OEM)

Response to Request for Proposal No. 226017

Title: Getac Response to Mobile Computing Solutions RFP

Submittal Date: 30 Jun 2022

Questions shall be directed to Tammy Tubbs, tammy.tubs@getac.com, (949) 217-8939

B. INTRODUCTION

B.1. Summary

B.2. Background

B.3. Contact Information

C. SCOPE OF WORK

C.1 General Requirements

A. Qualified Vendors

B. Ordering

C. Delivery Requirement

D. Usage Report

E. Warehousing, Distribution & Sales Facilities

F. Warranty

Getac acknowledges and accepts the terms associated with Section C.1 General Requirements.

C.2. Product Requirements

A. RUGGED DEFINITIONS:

B. PRODUCT CATEGORIES: A complete and comprehensive line of technical product and service solutions including, but not limited to, the following:

1. Ruggedized Laptops

2. Ruggedized Tablets

3. Accessories

4. Ancillary Products

C. CURRENT PRODUCTS:

D. DEFECTIVE PRODUCT:

E. PRODUCT/RECALL NOTICES:

F. PRICING

G. SALES PROMOTIONS

H. PRODUCT DEMONSTRATIONS: The City will conduct product demonstrations with those Offerors who proceed to this phase of the evaluation process. The Offerors proposed products may be tested during a minimum 30-day window. The test time will start upon completion of vehicle installation, if applicable. Offerors shall provide a specified quantity (to be determined later) of each proposed product for testing in the Tucson work environment. Demo products will be installed in law enforcement automobiles and motorcycles, in Fire and EMT vehicles, and field crew vehicles. The tests will document the performance of the proposed products in the actual work environments of staff, which includes inclement weather where extreme temperature changes exist. Temperatures inside vehicles can reach over 150 degrees, outdoor temperatures can reach 115 degrees and be very wet and humid due to the monsoon season. Staff shall document the functionality of the products and any issues that are experienced. Proposed products, including installation and removal, must be provided to City at no cost.

Getac acknowledges and accepts the terms associated with Section C.2 General Requirements.

C.3. EQUIPMENT CURRENTLY IN USE BY THE CITY OF TUCSON

Getac has reviewed and acknowledges the type of rugged equipment currently in use by the city of Tucson.

C.4. SERVICE REQUIREMENTS

A. SERVICE CATEGORIES: Offerors shall provide as many of the following associated services that are available through its distribution and sales network:

1. Financing or Leasing
 - a. Capital
 - b. Operating
 - c. Other
2. Consulting
 - a. Public safety equipment needs assessment and recommendation for upcoming use case
 - b. Grant assessment and writing
 - c. Other
3. Repairs
 - a. Onsite
 - b. Repair Facility
 - c. Other
4. Installation
 - a. Provide installation services.
5. Protection Plus
 - a. List products.
 - b. Provide details.
6. Extended Warranties
 - a. List products.
 - b. Provide details.
7. Training and Education
 - a. Onsite
 - b. Online
 - c. Offsite
8. Customer Support Services: The policies and procedures for:
 - a. Replacements
 - b. Returns
 - c. Restocking charges
 - d. After hours service
 - e. After sales support
 - f. Out of stock

- g. Order tracing
- h. Technical feedback
- i. Quality assurance for orders
- j. Drop shipments
- k. Online support
 - i. Customer
 - ii. Technical
- l. Phone support
 - i. Customer
 - ii. Technical
- m. Location, hours and staff quantity of call centers
- n. other
- 9. Implementation
- 10. Misplaces or Stolen device location
- 11. Other Applicable Services. Value-add services not included in above categories.

Getac acknowledges and accepts the terms associated with Section C.4 General Requirements.

D. INSTRUCTIONS TO OFFERORS

- D.1. DEFINITIONS
- D.2. PRESUBMITAL MEETING
- D.3. INQUIRIES
- D.4. ADDENDUM OF SOLICITATION
- D.5. UNDERSTANDING SCOPE OF WORK
- D.6. PREPARATION OF SUBMITTAL
- D.7. PAYMENT DISCOUNTS
- D.8. TAXES
- D.9. PROPOSAL/SUBMITTAL FORMAT
- D.10. EXCEPTIONS TO CONTRACT PROVISIONS
- D.11. PUBLIC RECORD
- D.12. CONFIDENTIAL INFORMATION
- D.13. CERTIFICATION OF NONCOLLUSION; CONFLICTS OF INTEREST
- D.14. WHEN AND HOW TO SUBMIT PROPOSAL
- D.15. OFFER AND ACCEPTANCE PERIOD
- D.16. WITHDRAWAL OF SUBMITTAL; BINDING OFFER
- D.17. DISCUSSIONS/CLARIFICATIONS
- D.18. TAX OFFSET POLICY
- D.19. CONTRACT NEGOTIATIONS
- D.20. VENDOR REGISTRATION; BUSINESS LICENSE
- D.21. UPON NOTICE OF INTENT TO AWARD
- D.22. AWARD OF CONTRACT
- D.23. PROPOSAL RESULTS
- D.24. PROTESTS

Getac acknowledges and accepts the terms associated with Section D, INSTRUCTIONS TO OFFERORS. General Requirements.

E. PROPOSAL EVALUATION REQUIREMENTS

- E.1. PROPOSAL EVALUATION CRITERIA – (listed in relative order of importance)
- E.2. SHORTLIST
- E.3. INTERVIEWS
- E.4. ADDITIONAL INVESTIGATIONS
- E.5. OTHER INFORMATION
- E.6. PRICE PROPOSAL
- E.7. CITY'S RIGHT TO WAIVE DEFECTS OR REJECT SUBMITTALS
- E.8. CONTRACT NEGOTIATIONS
- E.9. AWARD OF CONTRACT
- E.10. MULTIPLE AWARDS
- E.11. SUBMITTAL RESULTS
- E.12. PROTESTS

Getac acknowledges and accepts the terms associated with Section E, PROPOSAL EVALUATIONS REQUIREMENTS.

F. SPECIAL TERMS AND CONDITIONS

- F.1. COOPERATIVE PURCHASING
- F.2. FOB DESTINATION FREIGHT PREPAID
- F.3. PRICE ADJUSTMENT
- F.4. TERM AND RENEWAL

Getac acknowledges and accepts the terms associated with Section F, SPECIAL TERMS AND CONDITIONS.

G. INSURANCE REQUIREMENTS

- G.1. Required Insurance Policies
- G.2. Commercial General Liability
- G.3. Commercial Automobile Liability
- G.4. Worker's Compensation.
- G.5. Professional Liability - Technology Errors & Omissions
- G.6. Claims Made Insurance Coverage
- G.7. Additional Insurance Requirements
- G.8. Policy Change Notice.
- G.9. Additional Insured
- G.10. Acceptability of Insurers
- G.11. Verification of Coverage
- G.12. Subcontractors
- G.13. Exceptions

Getac acknowledges and accepts the terms associated with Section G, INSURANCE REQUIREMENTS.

H. STANDARD TERMS AND CONDITIONS

Getac acknowledges and accepts the terms associated with Section H, STANDARD TERMS AND CONDITIONS.

I. EVALUATION PHASE

1.A. Method of Approach – National Program

1. Include a detailed response to Attachment 1, Exhibit A, OMNIA Partners Response for National Cooperative contract. Responses should highlight experience, demonstrate a strong national presence, describe how offeror will educate its national sales force about the contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and reported to OMNIA Partners.

Getac Response: See Exhibit A

2. The successful offeror will be required to sign Attachment 1, Exhibit B, OMNIA Partners Administration Agreement. The Agreement shall be signed no later than issuance of the City of Tucson's Notice of Intent to Award letter. Offerors should complete all reviews of the document prior to submitting a response. Offeror's response should include any proposed exceptions to the OMNIA Partners Administration Agreement.

Getac Response: See Exhibit B

2.A. Method of Approach – General Requirements

A. Provide a detailed written response to each requirement describing how your offer will meet the General Requirements of this solicitation for the City of Tucson and the national program.

Getac Response: As the 2nd largest manufacturer of rugged devices in the world, with three manufacturing facilities and a North American Sales Team (GUSA), Getac Inc. is prepared to meet all the General Requirements of this solicitation for the City of Tucson and the national program. Getac currently participates in other national cooperative purchasing agreements at the city/county/state/national level.

B. Describe your delivery commitment. If manufacturer is responding, describe how reseller will meet the delivery commitment:

1. What is your fill rate guarantee? *With proper planning and communication, Getac can fill up to 6,000 devices per month, per customer under this solicitation.*

2. What are your delivery days? *Even with the desperate supply chain interruptions currently associated with information technology equipment, Getac is proud to maintain an average 45 day delivery window from receipt of valid purchase order to delivery.*

3. Do you offer next day delivery? *No. All Getac rugged devices are built to order to the desired end user specifications and require 30-60 days for manufacturing, testing, and shipping. In some instances, our distribution partners, SYNEX may maintain a specific amount of stock rugged devices that are offered at a generous discount and may be offered to our customers. Additional details and availability of this program are available through the Regional Sales Manager assigned to the customer.*

4. How do you facilitate emergency orders? *All Getac rugged devices are built to order to the desired end user specifications and require 30-60 days for manufacturing, testing, and shipping. In some instances, our distribution partners, SYNEX may maintain a specific amount of stock rugged devices that are offered at a generous discount and may be offered to our customers. Additional details and availability of this program are available through the Regional Sales Manager assigned to the customer.*

5. Are shipping charges exempt for ALL who use this contract? **Yes. Shipping is included in the price of the device. If additional services are purchased that required a third-party US-based supplier, additional shipping may be included from the third-party vendor. Generally an order is shipped directly to the purchaser from our manufacturing facility.**
6. Describe how problems - such as a customer ordering a wrong product; a customer receiving a defective product; etc. is resolved. **As the OEM, all Getac rugged products are tested and verified to meet the specifications provided by the purchasing organization prior to their shipment from the manufacturing facility. In the highly unlikely event that a device arrives “Dead on Arrival” (DOA) to the customer, a replacement will be shipped to the customer at no additional cost.**
7. Describe how products will be distributed to the City of Tucson and nationwide. Provide the number, size and location of distribution facilities, warehouses and retail network as applicable.



All Getac hardware is manufactured either by the factory in Kunshan, Jiangsu Province, PR China and by plant 3 in Guishan District, Taoyuan City, Taiwan. All Getac manufacturing locations maintain current ISO-14001 certification. Getac has obtained ISO 9001, ISO14001, OHSAS 18001, and other quality system certifications, and obtained the IECQ/QC080000 Hazardous Substance Management System Quality Certification at the Kunshan production base in China and is committed to environmental protection.

U.S.-based SYNEX Corporation distributes more than 30,000 technology products from more than 500 of the world's leading and emerging manufacturers, and provide complete solutions to more than 20,000 resellers and retail customers in the U.S., Canada, and Japan. As the distributor, they may also provide financial and storage services to our Getac Certified Resellers.

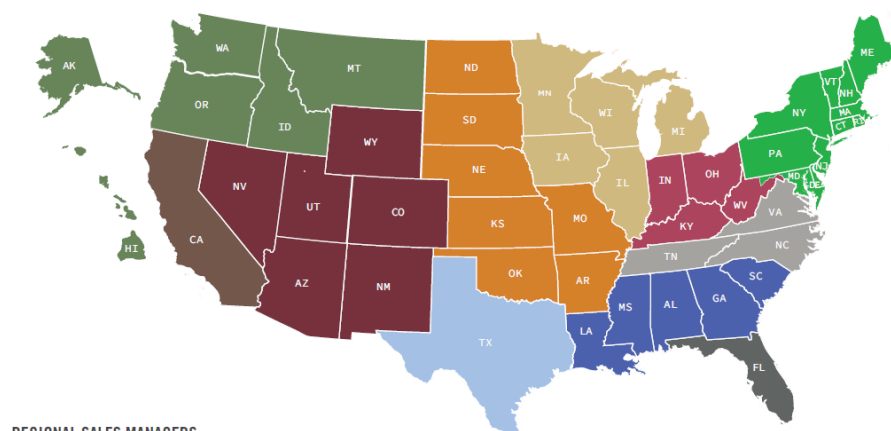
Getac currently employs over 90 North American-based employees to support Sales, Service, Financing/Billing, Product Solutions and Organizational Development for our non-federal governmental customers. Getac also relies on our 3rd Party Providers, FedEx TechConnect, Paragon Bay, and On-Shore telephone support team for additional customer service and maintenance of Getac devices and related equipment. Getac also works with over 500 reseller agents supporting the participating states.

- C. Describe your ordering capacity (telephone, fax, internet, etc.). Provide details of the capabilities of your E Commerce website including ability to display contract pricing, on-line ordering, order tracking, search options, order history, technical assistance, lists, technical data and documentation, identification of alternate products, etc. If a manufacturer is responding, describe how the City and other agencies wishing to purchase from the contract will make a purchase. For example, are orders placed directly with the manufacturer or with resellers? If resellers, indicate the authorized resellers for any subsequent contract.

Due to the customized nature of a rugged product order, Getac relies on our Getac Regional Sales Managers in collaboration with a certified reseller to support the purchasing on this contract. Interested buyers may contact the Getac Sales Manager designated below or the Certified Reseller partner.

Getac PUBLIC SECTOR TERRITORY MAP

DIRECTOR OF SALES, PUBLIC SECTOR Lamy.DOnofrio@Getac.com 949.379.4509
NATIONAL STRATEGIC ACCOUNT MANAGER Edward.Kaufmann@Getac.com 203.507.4252
SR. MANAGER, INSIDE SALES Albert.Figlioli@Getac.com 949.681.2961
SR. FIELD ENGINEERING SUPPORT MANAGER Greg.Fradkin@Getac.com 949.433.2350



REGIONAL SALES MANAGERS

BRIAN.SIMONS@GETAC.COM Northeast - 949.410.2326
ERIC.MCKEE@GETAC.COM Ohio Valley - 949.230.9471
RONNIE.PENDER@GETAC.COM Gulf Southeast - 803.422.5339
MIKE.KETCHUM@GETAC.COM Florida - 949.501.1037
CHRIS.HURTADO@GETAC.COM Midwest - 949.309.6699
OPEN Great Plains
MIKE.CONTOIS@GETAC.COM California - 714.307.7701
MICHAEL.WIEDMANN@GETAC.COM Texas - 949.301.4174
MARK.HOVEY@GETAC.COM Mountain - 949.473.4918
MICHAEL.MATTAL@GETAC.COM Northwest - 949.390.4054
MICHAEL.KIRSCH@GETAC.COM Southeast Central - 949.308.8914

SOLUTION ARCHITECTS

GREG.FRADKIN@GETAC.COM 949.433.2350
CHAD.MAGNAN@GETAC.COM 949.697.3075
JOHN.MASSA@GETAC.COM 949.309.6893
CHRIS.STOCK@GETAC.COM 949.501.9978
GLENN.SWAFFIELD@GETAC.COM 949.358.5963
DAVID.NEE@GETAC.COM 949.383.6174
MIKE.MORO@GETAC.COM 949.302.6898

INSIDE SALES REPRESENTATIVES

BRIAN.ELLIOTT@GETAC.COM 949.681.2962
LINDA.TURNER@GETAC.COM 949.681.2934
CHRIS.WELPMAN@GETAC.COM 949.681.2933

Below are a sample of current certified Getac resellers that may participate on this contract. We reserve the right to add or delete resellers to satisfy the requirements of a specific buyer.

Reseller	Location	Reseller	Location
Brite	Rochester, NY	*Mobile Rugged Computers	Mesa, AZ
Datasource Mobility	Clarksville, TN	Ramco Rugged	Los Angeles, CA
PCN Strategies	Washington D.C.	RCN	Knoxville, TN
*DuraTech USA	Sacramento, CA	Midwest Public Safety	Midwest
*SHI	North America	*USC Canterbury	Marlboro, MD
*GST	Los Angeles, CA	*Preferred Communications	Eastern United States
NWN	Boston, MA	Compar	Minnetonka, MN
Barcodes	Chicago, IL	Code 3	Mesa, AZ
Island Tech Services	Ronkonkoma, NY	Insight	North America
Cas Severn	Laurel, MD	Howard	North America
Glacier Computing	Milford, CT	CDW	North America

D. Describe your invoicing process. Is electronic invoicing available? Is summary invoicing available? Are there other options on how an agency receives an invoice? Submit sample invoices.

Getac Response: Invoicing will be directed by each certified reseller so process may differ. See attached sample invoices from our current resellers.



PROPOSAL

Date: 2/23/2022
QUOTE: 22-084

Cpl. Eddie Espinoza
Bullhead City Police Dept.
1255 Marina Blvd.
Bullhead City, AZ 86442
928-201-6160

Customer ID: BCPDA2001

Salesperson	Project	Payment Terms	Contract#
Clay Jeppsen	MDC Refresh	Net 30	

Part#	Description	Qty	Unit Price
KP21T4WAACXF	Getac K120 G2-5-1135G7, w/ Webcam, Win10 PROx4 + 16GB, 256GB PCIe SSD, SR FHD LCD Touchscreen-Digitizer, Rear Camera, US PC, US Red Backlit Keyboard Dock (w/ RF Passthru), Wifi, Bluetooth, 4G LTE(M7511 F11 FirstNet ready modem) w/ GPS/GNSS, PT, Barcode Reader, 3yr bumper/2-bumper warranty	5	\$3256
GE-SVTBNFXY	Bumper-to-Bumper + Extended Warranty - Tablet (Years 4 & 5)	5	\$516
OHS160108203	Gamber-Johnson K120 TF1-Standard Vehicle Dock, w/ Tri-Pass Through, w/ Screen Splitter 7160-1082-03	5	\$719
GAD3L1	LIND 12-16V DC vehicle adapter charger	5	\$99
Subtotal			\$22,950.00
Sales Tax			\$1744.20
Shipping			\$0.00
Total			\$24,694.00



Thanks for your business!
Quote expires 6/30/2022

Code 3 Technology/ 9855 E Southern Ave #5082 Mesa AZ 85209/ 480-888-6401/ clay@code3technology.com



PCN Strategies, Inc.
1812 K Street NW Suite 902
Washington, District of Columbia 20006
United States

Invoice (Paid)
Invoice #: 14117 Modified Date: Dec 20, 2019
03:28 PM EST
Due Date: 11/15/2019
Description: S, X 5410, dock, Printer, Cables
Customer Contact
AP, AP
accounts.payable@cobbcounty.org
(P) 770-528-5418

Customer
Cobb County Sheriff
Office (C20457)
AP, AP
185 Roswell St
United States
Marietta, GA 30060
United States
(P) 7705959555

Bill To
Cobb County Finance Dept. Acct.
Payable Division
Willford, Pam
100 Cherokee Street
Suite 410
Marietta, GA 30090-9610
United States
(P) 7705288418
accounts.payable@cobbcounty.org

Ship To
ISA Information Services
Feenington, Michelle
100 Cherokee Street
Suite 520
Marietta, GA 30090
United States
(P) 7705288700
michelle.feenington@cobbcounty.org

Customer PO:
00000000032586

Terms:
Net 30 Days
Due Date:
11/15/2019

Ship Via:
FedEx Ground

Special Instructions:
Reference NCPK Contract Number:01-65 Lead Agency: Region 14 EBC Contract Term:4 year term, August 1, 2016 to August 31, 2020.

Carrier Account #:

#	Description	Part #	Qty	Unit Price	Total
1	Getac S410 Gen 2 2014 Dodge Charger, 2011 Ford F150, 2017 Chevy Tahoe, 2006 Ford Explorer, 2016 Chevy Tahoe	SHQDTS0ATFSX	5	\$2,669.00	\$13,345.00
Status					
Shipped (5)		Serial #	Shipped On	Shipped Via	Tracking #
		RK903S3204		UPS Ground	1ZVSYS710497802798
		RK903S3206			
		RK903S3207			
		RK903S3208			
		RK903S3261			
2	Bumper to Bumper - Semi-Rug Laptop (Year 1,2 & 3)	GE-SVSRNFW3Y	5	\$309.87	\$1,549.35
Status					
Submitted (5)		Serial #	Shipped On	Shipped Via	Tracking #
				FedEx Ground	

Reference NCPK Contract Number:01-65 Lead Agency: Region 14 EBC
Contract Term:4 year term, August 1, 2016 to August 31, 2020.

Tax (0000%): \$0.00
Shipping: \$0.00
Total: \$14,894.35

- E. Describe how your firm measures performance including identification, calculation, tracking and reporting of measurements. What is your stock fill percentage rate, by line item, of the orders filled without backorders?

As the OEM, Getac has developed a highly effective "MPS" system that identifies pending orders to aid in factory workload stabilization and order are delivered in the order they are received at the factories.

All GETAC products start the manufacturing process in its state-of-the-art ISO9001:2000 factory that is capable of very high production rates. Significant features of the production facility include:

- Certified to ISO 9001, ISO 9002, ISO 14000, RoHS
- Approx. 1.1 M sq ft factory facility, including 380 K sq ft automated warehouse
- Approx. 6200 production & quality line employees
- Approx. 25 SMT production lines
- Approx. 20 system production lines, 10 each for rugged and commercial products
- System Production rate maximum capacity of 330K rugged products per month

- F. State any return and restocking policy, and any fees, if applicable associated with returns.

Due to the customize nature of the rugged devices offered under this RFP, each product is made to order to purchasers' desired specifications and is not available for refunds.

- G. Submit additional information that will aid the city in evaluating your proposal.

Getac Response: See Exhibit A for additional information

3.A. Method of Approach – Product Requirements

A. Provide a detailed written response to each requirement describing how the products offered will meet the Product Requirements of this solicitation for the City of Tucson and the national program. Offerors shall identify and describe their categories. If a manufacturer is responding and proposing resellers the manufacturer should clearly identify the

products available from the manufacturer and products available from reseller. For each proposed category, describe in detail and provide at a minimum the following types of information:

1. Identification and description of product categories offered
2. Identification and description of subcategories
3. Identification and description of manufacturers within each subcategory.

ITEM NO.	PRODUCT CATEGORIES	PROPOSED MANUFACTURER	PROPOSED MODEL #
1.a.1	Ultra-Rugged	Getac	X600 Basic. SKU# XR1166CABDCA. X600 (**) - Intel Core i5-11500H vPro Processor, w/ Webcam, Microsoft Windows 11 Pro x64 with 16GB RAM, User-swappable storage: 512GB PCIe SSD (main), Sunlight Readable (Full HD LCD 1000nits), US KBD+US Power cord, Membrane Backlit KBD, WIFI+ BT, RS232 x 1 + RJ45 x 2 + VGA + Thunderbolt 4 x 1, Battery (75Wh) x 2, 3 Year Bumper to Bumper Warranty
1.a.2	Ultra-Rugged	Getac	X600 Premium. SKU# XR1166FABDCAX600X600 (**) - i5-11500H, w/ Webcam, Win11 x64+16GB, User-swappable storage: 512GB PCIe SSD (main), SR (FHD LCD 1000nits +TS+Hard tip stylus), US KBD+US Power cord, Membrane Backlit KBD, WIFI+ BT, RS232 x 1 + RJ45 x 2 + VGA + Thunderbolt 4 x 1, Battery (75Wh) x 2
1.a.3	Ultra-Rugged	Getac	X600 Ultimate. SKU# XR1K66LUBDCA - i5-11500H, w/o Webcam + Express card reader, Win11 x64+16GB, User-swappable storage: 512GB PCIe SSD (main), SR(FHD LCD 1000nits)+SD Card Reader, CANADA KBD (CF, Canadian French) + US Power cord, Membrane Backlit KBD, WIFI+ BT, RS232 x 1 + RJ45 x 2 + VGA + Thunderbolt 4 x 1, Battery (75Wh) x 2
1.a.4	Ultra-Rugged	Getac	X600 Pro Basic. SKU# XR1P66MABDKCX600 ProX600 Pro (**) - i5-11500H, w/ Webcam+Express card reader+PCMCIA card reader, Win11 x64+16GB, User-swappable storage: 512GB PCIe SSD (main), SR (FHD LCD 1000nits +TS+stylus+SD Card Reader, US KBD+US Power cord, Membrane Backlit KBD WIFI+ BT, RS232 x 2 + RJ45 x 2 + VGA + Thunderbolt 4, Battery(75Wh)x2+X600Pro Med. bay battery(46Wh)+DVD
1.a.5	Ultra-Rugged	Getac	X600 Pro Premium. SKU# XR1P66MABDMC. i5-11500H, w/ Webcam+Express card reader+PCMCIA card reader, Win11 x64+16GB, User-swappable storage: 512GB PCIe SSD (main), SR (FHD LCD 1000nits +TS+stylus+SD Card Reader, US KBD+US Power cord, Membrane Backlit KBD, WIFI+ BT, RS232 x 3 + RJ45 x 2 + Thunderbolt 4, Battery(75Wh)x2+X600Pro Med. bay battery(46Wh)+DVD
1.a.6	Ultra-Rugged	Getac	X600 Pro Ultimate. SKU# XR1P66MABCMC - i5-11500H, w/ Webcam+Express card reader+PCMCIA card reader, Win11 x64+16GB, User-swappable storage: 512GB PCIe SSD (main), SR (FHD LCD 1000nits +TS+stylus+SD Card Reader, US KBD+US Power cord, Membrane Backlit KBD, WIFI+BT+4G LTE(EM7511) w/Integrated GPS/Glonass+PT, RS232 x 3 + RJ45 x 2 + Thunderbolt 4, Battery(75Wh)x2+X600Pro Med. bay battery(46Wh)+DVD
1.a.6.1.	Accessories	Getac	X600 Bumper to Bumper Warranty Year 4 & 5

1.a.7	Ultra-Rugged	Getac	X500 Basic. SKU# XQ1ST5CATDXV i5-7440EQ vPro, 15.6"+DVD, Win10 x64+16GB, 500GB HDD(main, swappable), Sunlight Readable LCD, US KBD+US Power cord, Membrane Backlit Keyboard V2.0, Wifi+BT, TPM2.0 + No Internal Mic
1.a.8	Ultra-Rugged	Getac	X500 Premium. SKU# XQ1TT5CATK8V. i5-7440EQ vPro, 15.6"+2nd Battery, Win10 x64+16GB, 500GB HDD(main, swappable), Sunlight Readable LCD, US KBD+US Power cord, Membrane Backlit Keyboard V2.0, Wifi+BT+ Passthrough, PCMCIA+Webcam, TPM2.0 + No Internal Mic
1.a.9	Ultra-Rugged	Getac	X500 Ultimate. SKU# XQ1TT5IATD8V. i5-7440EQ vPro, 15.6"+2nd Battery, Win10 x64+16GB, 500GB HDD(main, swappable), Sunlight Readable LCD + Single TS, US KBD+US Power cord, Membrane Backlit Keyboard V2.0, Wifi+BT, PCMCIA+Webcam, TPM2.0 + No Internal Mic
1.a.10	Ultra-Rugged	Getac	X500 Pro Basic. SKU# XQ3VA6WATXNL. Intel Xeon Quad Core E3-1505M v6 vPro Processor, 15.6" with Removable 2nd Storage for Media Bay + Main Battery, Microsoft Windows Server 2019 with 32GB RAM, 500GB HDD (main, user swappable)+500GB HDD (second, user swappable), Sunlight Readable LCD + Discrete VGA GTX-1050, US KBD+US Power cord, Membrane Backlit Keyboard V2.0, Without Wifi, Without Bluetooth, PCMCIA, TPM2.0, 5 Year B2B Warranty
1.a.11	Ultra-Rugged	Getac	X500 Pro Premium. SKU# XQ3TA5WATXN1. Intel Xeon Quad Core E3-1505M v6 vPro Processor, 15.6" with Removable 2nd Battery Pack for Media Bay + Main Battery, Microsoft Windows Server 2019 with 32GB RAM, 500GB HDD (main, user swappable), Sunlight Readable LCD + Discrete VGA GTX-1050, US KBD+US Power cord, Membrane Backlit Keyboard V2.0, Without Wifi, Without Bluetooth, PCMCIA, TPM 2.0 + Server Expansion Units (default 3 x 1TB HDD) (user swappable), 5 Year B2B Warranty
1.b.	Accessories	Getac	X500 Extended Warranty - Year 6
1.c.1	Fully-Rugged	Getac	B360 Basic. i5-10210U, With Webcam, Win10 x64+8GB, 256GB PCIe SSD (main storage, user swappable), Sunlight Readable FHD 1400 nits+TS+Hard tip stylus, US KBD + US Power cord, Membrane Backlit KBD, Wifi + BT, RS232 + VGABasic -SKU# BM21Z4BABDGX.
1.c.2	Fully-Rugged	Getac	B360 Premium. i5-10210U, With Windows Hello Webcam, Win10 x64+8GB, 256GB PCIe SSD (main storage, user swappable), Sunlight Readable FHD 1400 nits+TS+Hard tip stylus, US KBD + US Power cord, Membrane Backlit KBD, Wifi + BT + 4G LTE w/ integrated GPS/Glonass + Passthrough, RS232 + USB 3.2 Gen 2 Type-C - SKU# BM27Z4BAB8FX
1.c.3	Fully-Rugged	Getac	B360 Ultimate. i7-10710U, With Windows Hello Webcam, Win11 x64+16GB, 512GB PCIe SSD (main storage, user swappable), Sunlight Readable FHD 1400 nits+TS+stylus+BCR, US KBD + US Power cord, Membrane Backlit KBD, Wifi + BT + 4G LTE w/ integrated GPS/Glonass + Passthrough, RS232 + VGA - SKU# BM6766CAB8GX
1.c.3.1	Accessory	Getac	B360 Bumper to Bumper Warranty, Year 4 & 5

1.c.4.	Fully-Rugged	Getac	V110 Basic.V110 G6 - Intel Core i5-10210U Processor, Windows Hello Webcam, Win10 PROx64+8GB, 256GB PCIe SSD (user swappable), Sunlight Readable (FHD+Touchscreen+Hard Tip stylus), US KBD + US Power cord, Membrane Backlit KBD, WIFI + BT + GPS/Glonass + 4G LTE (EM7511) + Pass-through, USB Type-A x 2 + USB Type-C x 1 + SCR - SKU# VM2P2PJABUXA
1.c.5.	Fully-Rugged	Getac	V110 Premium. V110 G6 - Intel Core i5-10210U Processor, Windows Hello Webcam, Win11 PROx64+16GB, 512GB PCIe SSD (user swappable), Sunlight Readable(FHD+Touchscreen+Hard Tip stylus), US KBD + US Power cord, Membrane Backlit KBD, WIFI + BT + GPS/Glonass + 4G LTE (EM7511) + Pass-through, USB Type-A x 2 + USB Type-C x 1 + SCR - SKU# VM2P6YJABUXA
1.c.6.	Fully-Rugged	Getac	V110 Ultimate. V110 G6 - Intel Core i7-10610U vPro Processor, Windows Hello Webcam, Win11 PROx64+32GB, 1TB PCIe SSD (user swappable), Sunlight Readable (Full HD + TS+ Digitizer), US KBD + US Power cord, Membrane Backlit KBD with Fingerprint, WIFI + BT + GPS/Glonass + 4G LTE (EM7511) + Pass-through, Hard Handle, USB Type-A x 2 + USB Type-C x 1 + SCR - SKU# VM5P7ZTAEUBA
1.d.	Accessories	Getac	V110 Extended Warranty - Year Four & Five
1.e.1	Semi or Business-Rugged	Getac	S410 Basic. S410G4 - i5-1135G7, (Without Webcam), Win10 x64 + 8GB, 256GB PCIe SSD (main storage, user swappable), Sunlight Readable (LCD), US KBD + US Power Cord, Membrane Backlit KBD, WIFI + BT, Thunderbolt 4 - SKU # SP2DZACASDXX
1.e.2.	Semi or Business-Rugged	Getac	S410 Premium. S410G4 - i7-1165G7, Windows Hello Webcam, Win11 x64 + 16GB, 512GB PCIe SSD (main storage, user swappable), Sunlight Readable (LCD + Touchscreen + Stylus), US KBD + US Power Cord, Membrane Backlit KBD, WIFI+BT+4G LTE(EM7511) w/integrated GPS/Glonass+PT, Thunderbolt 4 - SKU# SP476CDASCXX
1.e.3.	Semi or Business-Rugged	Getac	S410 Ultimate. S410G4 - i7-1185G7 vPro, Dual Battery (74.5Wh x 2) + Windows Hello Webcam, Win11 x64 + 64GB, 1TB PCIe SSD (main storage, user swappable), Sunlight Readable(Full HD LCD+ Touchscreen +Stylus), US KBD + US Power Cord, Membrane Backlit KBD + Fingerprint, WIFI+BT+4G LTE(EM7511) w/integrated GPS/Glonass+PT, Media Bay Battery (46.6Wh) (Third Battery, user swappable), RS232+VGA Port+2nd LAN(RJ45) +Thunderbolt 4 - SKU# SP5S8GQATCLI
1.f.	Accessories	Getac	Extended Warranty - Bumper to Bumper Years 1 thru 5
S410			
ITEM NO.	PRODUCT CATEGORIES	PROPOSED MANUFACTURER	PROPOSED MODEL #
2.a.1	Ultra-Rugged	Getac	F110 Basic.SKU# FP2124JA1DXX - i5-1135G7, 11.6" + Webcam, Win 10 x64+8GB, 256GB PCIe SSD, Sunlight Readable FHD+TS+stylus, US Power Cord, Rear Camera, WiFi + BT
2.a.2	Ultra-Rugged	Getac	F110 Premium. SKU# FP2164TA1CXX- i5-1135G7, 11.6" + Webcam, Win 11 x64+16GB, 256GB PCIe SSD, Sunlight Readable FHD+TS+Digitizer, US Power Cord, Rear Camera, WIFI+BT+4G LTE w/integrated GPS/Glonass+PT

2.a.3	Ultra-Rugged	Getac	F110 Ultimate. SKU# FP51S6TA2CHX - i7-1185G7, 11.6" + Webcam, Win 10 x64+32GB, 512GB PCIe SSD, Sunlight Readable FHD+TS+Digitizer, US Power Cord, Rear Camera + Tablet Hard Handle, WiFi+BT+4G LTE w/integrated GPS/Glonass+PT, K120 Basic. SKU# KP22M4VA2KXA - i7-1185G7, 11.6" + Webcam, Win 10 x64+32GB, 512GB PCIe SSD, Sunlight Readable FHD+TS+Digitizer, US Power Cord, Rear Camera + Tablet Hard Handle, WiFi+BT+4G LTE w/integrated GPS/Glonass+PT, K120 Premium. SKU# KP22M4VAJKXA - Intel Core i5-1135G7 Processor, w/ Webcam + High Capacity Batteries (2-pack), Win10 PROx64 + 16GB + TAA, 256GB PCIe SSD, Sunlight Readable FHD LCD+TS+Rear Camera+stylus, US Power cord, US Keyboard Dock (w/ RF Passthrough).
2.a.4	Ultra-Rugged	Getac	K120 Ultimate. SKU# KP22M4VAJKXA - i7-1185G7, 11.6" + Webcam, Win 10 x64+32GB, 512GB PCIe SSD, Sunlight Readable FHD LCD+TS+Rear Camera+stylus, US Power cord, CF, Canadian French Keyboard Dock (w/ RF Passthrough).
2.a.5	Ultra-Rugged	Getac	K120 Premium. SKU# KP22M4VAJKXA - Intel Core i5-1135G7 Processor, w/ Webcam + High Capacity Batteries (2-pack), Win10 PROx64 + 16GB + TAA, 256GB PCIe SSD, Sunlight Readable FHD LCD+TS+Rear Camera+stylus, US Power cord, CF, Canadian French Keyboard Dock (w/ RF Passthrough).
2.a.6	Ultra-Rugged	Getac	K120 Ultimate. SKU# KP22M4VAJKXA - i7-1185G7, 11.6" + Webcam, Win 10 x64+32GB, 512GB PCIe SSD, Sunlight Readable FHD LCD+TS+Rear Camera+stylus, US Power cord, CF, Canadian French Keyboard Dock (w/ RF Passthrough).
2.b.	Accessories	Getac	Extended Warranty - Year Four & Five
2.c.1	Fully-Rugged	Getac	T800 Basic. SKU# TD98Y2DA53XB - Intel Atom Processor x7-28750, Win10x64+4GB, 128GB eMMC, Sunlight Readable (LCD+Touchscreen+Stylus), US Power cord, 8M
2.c.2	Fully-Rugged	Getac	T800 Premium. SKU# TD98Z2DA51XX - USA - Intel Atom Processor x7-28750, Win10x64+8GB, 128GB eMMC, Sunlight Readable (LCD+Touchscreen+Stylus), US Power cord, 8M
2.c.3	Fully-Rugged	Getac	T800 Ultimate. SKU# TD98Z2GA51X8 - USA - Intel Atom Processor x7-28750, Win10x64+8GB, 128GB eMMC, US Power cord, 8M Rear Camera, WiFi+BT+4G LTE+GPS+PT, Laser Barcode
2.c.4	Fully-Rugged	Getac	UX10 Basic. SKU# UM2BM4JAXDLA - Intel Core i5-10210U Processor, Without Webcam, Win10 PROx64 + 16GB + TAA, 256GB PCIe SSD, Sunlight Readable FHD LCD+TS+Hard Tip stylus, US Power Cord, WiFi + BT, RJ45, Smart Card
2.c.5	Fully-Rugged	Getac	UX10 Premium. SKU# UM4B24JAXDXA - Intel Core i7-10510U Processor, Without Webcam, Win11 Prox64 + 16GB + TAA, 256GB PCIe SSD, Sunlight Readable FHD LCD+TS+Hard Tip stylus, US Power Cord, WiFi + BT, Smart Card Reader
2.c.6	Fully-Rugged	Getac	UX10 Ultimate. SKU# UM4B24JAXDFA - Intel Core i7-10510U Processor, Without Webcam, Win11 Prox64 + 16GB + TAA, 256GB PCIe SSD, Sunlight Readable FHD LCD+TS+Hard Tip stylus, US Power Cord, WiFi + BT, USB 3.2 Gen1 Type - C,
2.c.7	Fully-Rugged	Getac	A140 Basic. SKU# AM22Z4DAXDXX - Intel Core i5-10210U, (No Webcam), Win10x64+8GB, 256GB PCIe SSD, SR (LCD+Touch+Stylus), US Power
2.c.8	Fully-Rugged	Getac	A140 Premium. SKU# AM22Z4QA5BBX - Intel Core i5-10210U, (No Webcam), Win11x64+8GB, 256GB PCIe SSD, SR (Full HD IPS+Touch+stylus), US Power Cord, 8M Rear Camera, WiFi+BT+GPS/Glonass+4G
2.c.9	Fully-Rugged	Getac	A140 Ultimate. SKU# AM4066QA9BBS - Intel Core i7-10510U, Webcam, Win11x64+16GB, 512GB PCIe SSD, SR (Full HD IPS+Touch+stylus), US Power Cord, 8M Rear Camera + 1D/2D Imager barcode reader, WiFi+BT+GPS/Glonass+4G
2.d.	Accessories	Getac	LTE(EM7511)+Passthrough, Hard Handle, HF RFID
2.e.	Semi or Business-Rugged	N/A	No Bid
2.f.	Accessories	N/A	No Bid

Group 3: Laptop and Tablet Accessories	
PROPOSED MANUFACTURER	PERCENT DISCOUNT OFF SRP
Getac - Warranty	10
Getac - Carry Tools	10
Getac - Keyboards	10
Getac - Power	10
Getac - Freight	10
<i>(add additional lines as necessary)</i>	
Group 4: Ancillary Products	
PROPOSED MANUFACTURER	PERCENT DISCOUNT OFF SRP
Gamber Johnson	10
Havis	10
Getac Video Solutions	10
Infocase	10
Cradlepoint	10
Netmotion	10
TG3	10
Brother	10
Lind	10
Absolute	10
Airgain	10
<i>(add additional lines as necessary)</i>	
Group 5: Other Technology Products	
PROPOSED MANUFACTURER	PERCENT DISCOUNT OFF SRP
Getac Video Solutions	10
Keywedge BCR Utility SW	\$199 per unit for 3 Years
Keep Your HD Retention	\$99 per unit for 3 years
Group 6: Services	
PROPOSED SERVICE OFFERING	PRICE
Disk Image Validation	\$2,000
Disk Image Consulting	\$2200 per Day
Mobile Device Management - Cloud GDMS	\$53 per unit for 1 Year
<i>(add additional lines as necessary)</i>	

B. Describe how your firm will notify customers of new products.

Getac Response: Along with formal marketing public releases via online media platforms, press releases, and development of marketing materials, Getac will update our website with new products with descriptions, pricing, and links to detailed specifications.

C. Describe the equipment solutions that are available that reduce the extreme heat that adversely impacts and prevents the proposed equipment from operating.

Getac Response: As a global leader in rugged IT manufacturing, each Getac device is tested to the highest temperature standard available, MIL-STD 810H. The following table is an excerpt of the testing requirements to have this MIL-STD 810H designation.

High Temperature – Storage	Seven 24 hour cycles of 33-71°C (91– 160°F) (Non-operating)	Method 501.7 Procedure I	Pass
High Temperature – Operation	72 hours constant temperature exposure 63°C (145°F) (Operating)	Method 501.7 Procedure II	Pass
High Temperature – Tactical Standby to Operational	High storage (non-operating) to high operating (test for operation) 71C(160° F) Standby, 63C(145° F) Operating	Method 501.7 Procedure III	Pass
Low Temperature – Storage Induced (Storage and Transit) C3 – Severe Cold	72 hours constant temperature exposure -51.1° C (-60° F)	Method 502.7 Procedure I	Pass
Low Temperature – Operation	72 hours constant temperature exposure -29°C (-20° F) / -31.7C (-25F) -29C (-20° F) operating on battery mode -31.7C (-25° F) operating on AC mode	Method 502.7 Procedure II	Pass
Temperature Shock – Non-Operation	Multi-cycle shocks from constant extreme temperature: -51.1°C~93.3°C (-60° F~200° F), temperature shock non-operating, three cycles	Method 503.7 Procedure I-C	Pass

Every Getac device has a minimum Environmental Specification Temperature:

- Operating: -29°C to 63°C / 20°F to 145°F

- Storage: -51°C to 71°C / -60°F to 160°F

Humidity: - 95% RH, non-condensing

See Device specification sheets for specific environmental details.

D. Submit additional information that will aid the city in evaluating your proposal.

Getac Response: See Attached Specification Documents for detailed device specifications.

4.A. Method of Approach – Service Requirements

A. Provide a detailed written response to each requirement describing how the services offered will meet the Service Requirements of this solicitation for the City of Tucson and the national program. For each proposed category, describe and/or provide details explaining your capabilities. In your response include information such as:

1. Policies and programs detailing your efforts in these areas.
2. Literature explaining your capabilities.

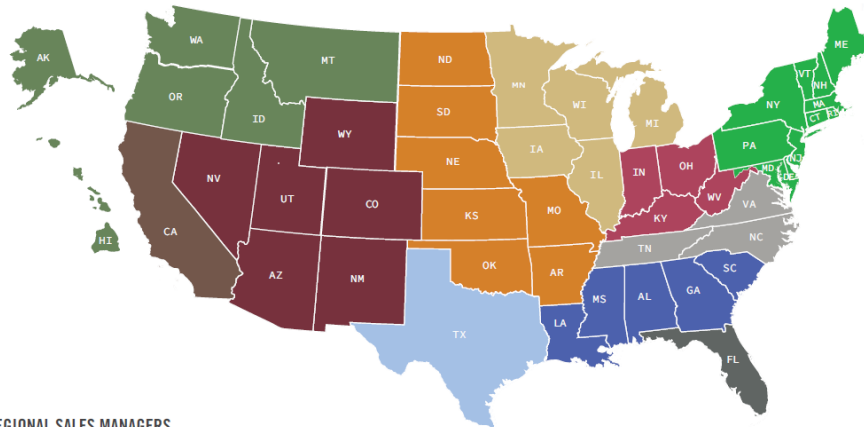
Getac Response: See Attached Specification Documents for detailed device specifications.

B. Describe how services will be distributed to the City of Tucson and nationwide If a manufacturer is responding and proposing resellers the manufacturer should clearly identify the services provided by the manufacturer and services provided by the reseller.

Getac Response: Due to the customized nature of a rugged product order, Getac relies on our Getac Regional Sales Managers in collaboration with a certified reseller to support the purchasing on this contract. Interested buyers may contact the Getac Sales Manager designated below or the Certified Reseller partner.

Getac PUBLIC SECTOR TERRITORY MAP

DIRECTOR OF SALES, PUBLIC SECTOR Larry.DOnofrio@Getac.com 949.379.4509
NATIONAL STRATEGIC ACCOUNT MANAGER Edward.Kaufmann@Getac.com 203.507.4252
SR. MANAGER, INSIDE SALES Albert.Figlioli@Getac.com 949.681.2961
SR. FIELD ENGINEERING SUPPORT MANAGER Greg.Fradkin@Getac.com 949.433.2350



REGIONAL SALES MANAGERS

BRIAN.SIMONS@GETAC.COM Northeast - 949.410.2326
ERIC.MCKEE@GETAC.COM Ohio Valley - 949.230.9471
RONNIE.PENDER@GETAC.COM Gulf Southeast - 803.422.5339
MIKE.KETCHUM@GETAC.COM Florida - 949.501.1037
CHRIS.HURTADO@GETAC.COM Midwest - 949.309.6999
OPEN Great Plains
MIKE.CONTOIS@GETAC.COM California - 714.307.7701
MICHAEL.WIEDMANN@GETAC.COM Texas - 949.301.4174
MARK.HOVEY@GETAC.COM Mountain - 949.473.4918
MICHAEL.MATTAL@GETAC.COM Northwest - 949.390.4054
MICHAEL.KIRSCH@GETAC.COM Southeast Central - 949.308.8914

SOLUTION ARCHITECTS

GREG.FRADKIN@GETAC.COM 949.433.2350
CHAD.MAGNAN@GETAC.COM 949.697.3075
JOHN.MASSA@GETAC.COM 949.309.6893
CHRIS.STOCK@GETAC.COM 949.501.9978
GLENN.SWAFIELD@GETAC.COM 949.358.5963
DAVID.NEE@GETAC.COM 949.383.6174
MIKE.MORO@GETAC.COM 949.302.6898

INSIDE SALES REPRESENTATIVES

BRIAN.ELLIOTT@GETAC.COM 949.681.2962
LINDA.TURNER@GETAC.COM 949.681.2934
CHRIS.WELPMAN@GETAC.COM 949.681.2933

Below are a sample of current certified Getac resellers that may participate on this contract. We reserve the right to add or delete resellers to satisfy the requirements of a specific buyer.

Reseller	Location	Reseller	Location
Brite	Rochester, NY	*Mobile Rugged Computers	Mesa, AZ
Datasource Mobility	Clarksville, TN	Ramco Rugged	Los Angeles, CA
PCN Strategies	Washington D.C.	RCN	Knoxville, TN
*DuraTech USA	Sacramento, CA	Midwest Public Safety	Midwest
*SHI	North America	*USC Canterbury	Marlboro, MD
*GST	Los Angeles, CA	*Preferred Communications	Eastern United States
NWN	Boston, MA	Compar	Minnetonka, MN
Barcodes	Chicago, IL	Code 3	Mesa, AZ
Island Tech Services	Ronkonkoma, NY	Insight	North America
Cas Severn	Laurel, MD	Howard	North America
Glacier Computing	Milford, CT	CDW	North America

C. Describe the types of customer service available to agencies that use this contract:

Getac Response: Device Support - Getac employs a multi-layered support structure, at no cost to the End User that includes a Solutions Architect, Field Service Engineer, and a 3-Tier Technical Support team. In addition, Getac's 24/7 technical support is available via email at GetacSupport_US@Getac.com or by phone at +1 (866) EZ-GETAC [+1 (866) 394-3822]. All support requests via phone or email are logged in our internal ticketing system and assigned to the

appropriate resource. Escalation to product or software engineering is engaged as needed. The Getac Service Portal allows real-time tracking of hardware repairs and history. For technical support incidents, a ticket # is generated for every request and on-going and final resolution can be obtained by referring to previously assigned ticket #. Getac does not use "off-shore" technical support.

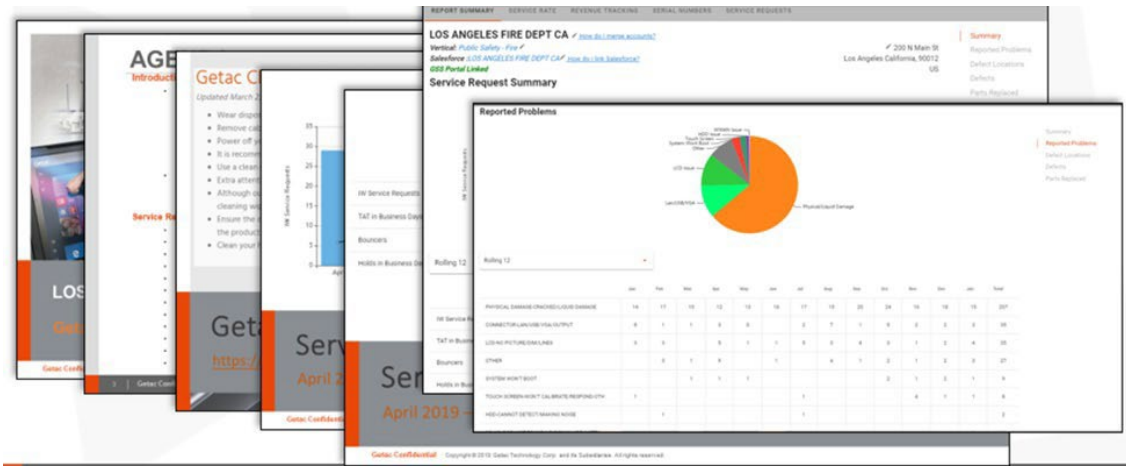
D. Will the City of Tucson and Participating Agencies be assigned a dedicated service representative and/or a dedicated service team? If a manufacturer is responding, provide a representative at the manufacturer level and for each reseller. If a dedicated customer service representative and/or team are assigned, what types of services does the representative/team provide? How do you help the customer manage our account?

Getac Response: Getac is prepared to provide computer equipment and the services related to supporting the equipment as prescribed by NASPO and any PA. All Getac branded equipment may be purchased through a Getac-NASPO certified reseller and is covered under all applicable Getac warranty features.

- a. In Service Warranty - Customer support is available by calling 1-866-394-3822 or email at Getac.Support@Getac.com. End user may initiate all in-warranty requests by logging in to the Service Portal at <https://support.getac.com/Portal/SetLanguage?languageCode=us>.
- b. Out of Warranty (OOW) Services - Should a hardware problem arise requiring service for an out of warranty device our customer can follow this simple process.
 1. Visit <https://usrma.Getac.com/> and register as a new user
 2. Once logged in, a customer will select Create Service request and Follow the prompts
 3. Customers may generate a quote and save it to their account for 30 days
 4. Once the quote is paid for on the Portal, an RMA is issued along with shipping labels.
 5. All prices include time and material plus round-trip shipping
- c. Standard non-customized training - Training manuals and device specific training is available to end users via the Getac Service Portal at <https://support.getac.com/Portal/Page/763>
- d. Installation/de-installation - Service may be provided by certified Getac reseller for an additional fee.
- e. Self-Service Support - For all Support issues, Getac users will have access to a free web-portal at <https://support.getac.com/Portal/SetLanguage?languageCode=us>. Services available at no charge include Service and Repair Requests, Drivers and Manuals, Warranty Checker, Product Registration, Order Tracking, Getac Device Diagnostic, and Getac Recovery Assistant.

As an OEM, Getac relies on our certified reseller partners to sell our products to the end user. All Getac products come with a specific warranty that will pass-through the reseller onto the End User. Throughout the purchasing lifecycle, a dedicated Regional Sales Manager (RSM) will be assigned to the end user organization based on vertical marketing and geographic location. The RSM along with the certified Getac reseller will ensure a smooth transition from procurement to installation with the end user and act as a point of contact to facilitate warranty service and maintenance support throughout the device lifecycle. The following web-based services are also available to all purchasers to facilitate warranty and maintenance services and can be found at our Service and Support page <https://support.Getac.com/Portal/SetLanguage?languageCode=us>.

- **Getac Service Portal** – Each Getac user has access to a unique service dashboard that provides real time reporting on device health, service request performance and additional device information.



- **Service Request Portal** – Within the Getac Service Portal, each Getac user has access to a web- based service request portal to establish service requests and track the progress of the service through repair and/or replacement.

The figure shows a screenshot of the Getac 'CREATE A SERVICE REQUEST' portal. The main section features a form to input a serial number (RHB03V2756) and a 'CREATE NEW RMA' button. Below this, it displays warranty information for the device. The right sidebar contains a 'SERVICE REQUEST NOTES' section and a 'SYSTEM RANGE' section.

- **Self-Maintainer Site** – The Self-Maintainer site allows Getac-trained End-User IT Support to repair and/or replace commonly broken items on the devices and reduce the overall time spent in repair status. Features include Warranty Checker, Create Service Request, Video tutorials, review parts usage and replenish seed stock parts.

The figure shows a screenshot of the Getac Self-Maintainer Site. The main section displays a 'PARTS OF YOUR PRODUCT' list with a 'SELECT A PART' dropdown. A modal window is open, showing 'Item added! SSD Door DOOR success' with an 'OK' button. The left sidebar contains a navigation menu with options like 'Home', 'Warranty Check', 'Create Service Request', 'Order Parts', 'Upgrade Device', 'Parts Usage', 'Video Service', 'e-Store', 'My Account', 'Contact Us', 'FAQ', and 'Privacy Policy'.

- **Third Party Product Warranty Services** – All third-party product warranty procurement processes, descriptions, and contact information will be available on a link at the NASPO/Getac website under Third Party products.

E. How are problems resolved?

Getac Response to Complaint Resolution:

Customer Complaints and Service-related Issues – Initial complaints and service-related issues are handled through Getac's Level 1 Technical Support. If an issue which requires escalation, a Getac Level 2/3 Technical Support Representative or Professional Services Manager will take over the case through resolution. An acknowledgement with appropriate follow up communication should take place throughout the research until resolution.

Response Time (pre-CV19/Post CV19) – Getac provides technical support for Getac branded product for the following hours of operations:

- Level 1 Technical Support is offered 7 days a week x 24 hours per day x 365 days a year. This would consist of basic troubleshooting, product use and service questions.
- Level 2 Technical Support is offered from 8am – 6pm ET, M – F, excluding holiday / Response time when escalated from Level 1 is within 4 business hours.
- Level 3 Technical Support is available from 7am – 6pm PT M-F, excluding holidays / Response time when escalated from Level 2 is by next business day.

Case Management - All complaints received via email or phone call are captured in Getac's case management software and each customer contact is time stamped. Each escalation has a running time capture with escalation notification sent to all team members. This ensures the fastest response from the first available resource (Level 2/3, Prof Svc Mgr) to address the issue.

Equipment Complaints - Escalation which cannot be resolved Level 3 Technical Support are escalated to:

Field Service Engineer (FSE) - If a possible onsite visit is necessary, the FSE will take over the management of the complaint until resolution. Resolution times will vary based upon external factors.

Product Engineer - The Product Engineer may receive escalations from Level 3 Technical Support or from the FSE. Depending on the type of equipment compliant, the appropriate Product Engineer will be assigned the escalation, Electrical Engineer, Mechanical Engineer or Software Engineer. The Product Engineer works directly with Getac's Research and Design and Engineering Departments to find the appropriate resolution to the equipment compliant. Resolution times will vary based upon external factors.

Service Complaints escalation which cannot be resolved by Level 3 Technical Support or Professional Services Manager are escalated to:

Vendor Manager - Responsible for oversight of Getac's service providers and is responsible for their activity and performance. Complaints related to Repair Services are usually responded to by next business day. Resolution times will vary based upon external factors.

Service IT Manager - Responsible for the uptime of all service-related systems responds to complaints related to processing service requests for repair, Self-Maintainer part ordering, reporting and dashboard, site access. Response expected same business day. Resolution times will vary based upon external factors.

F. What response time is guaranteed when a customer service request is made?

Getac Response: Level 1 Technical Support is offered 7 days a week x 24 hours per day x 365 days a year. This would consist of basic troubleshooting, product use and service questions.

Level 2 Technical Support is offered from 8am – 6pm ET, M – F, excluding holiday / Response time when escalated from Level 1 is within 4 business hours.

Level 3 Technical Support is available from 7am – 6pm PT M-F, excluding holidays / Response time when escalated from Level 2 is by next business day.

G. Do you measure/track the success of your customer service program? If so, how do you do this, and what are your findings?

Getac Response: All measurements and metrics tracking of customer service program is maintained in the Customer facing portal and may be access by the Purchaser anytime.

H. Describe if technical support questions are handled the same way as a customer service request? If not, describe the type(s) of technical support available, the location of technical support, and the hours of technical support.

Getac Response: **Customer Complaints and Service-related Issues** – Initial complaints and service-related issues are handled through Getac's Level 1 Technical Support. If an issue which requires escalation, a Getac Level 2/3 Technical Support Representative or Professional Services Manager will take over the case through resolution. An acknowledgement with appropriate follow up communication should take place throughout the research until resolution.

I. Submit additional information that will aid the city in evaluating your proposal.

Getac Response: See Warranty Cards attached.

J. What is the turnaround time for repairs? Describe the process. Are loaner products available?

Getac Response: With the industry's best 3-Year Bumper to Bumper Warranty included with our rugged devices, Getac stands behind every tablet and laptop. Accidents can take your equipment out of service when you least expect it, especially in a rugged environment, which can cause costly equipment downtime. That is why Getac has introduced accidental damage as standard under our new Bumper-to-Bumper warranty, to help minimize your enterprise IT costs. Bumper- to-Bumper is your hassle-free guarantee, supported by the FedEx TechConnect in the US and rapid repair and return by Getac's in-house experts. That means you can depend on us to have your unit back in service within days. See warranty cards for additional warranty coverage information.

*All Getac devices come with a 3 Year Bumper to Bumper Warranty except the Semi-Rugged S410 which comes with a 3-Year Limited warranty that can be upgraded for an additional fee and the X500 which includes a 5 Year Bumper to Bumper Warranty standard.

Device Support - Getac employs a multi-layered support structure, at no cost to the End User that includes a Solutions Architect, Field Service Engineer, and a 3-Tier Technical Support team. In addition, Getac's 24/7 technical support is available via email at GetacSupport_US@Getac.com or by phone at +1 (866) EZ-GETAC [+1 (866) 394-3822]. All support requests via phone or email are logged in our internal ticketing system and assigned to the appropriate resource. Escalation to product or software engineering is engaged as needed. The Getac Service Portal allows real-time tracking of hardware repairs and history. For technical support incidents, a ticket # is generated for every request and on-going and final resolution can be obtained by referring to previously assigned ticket #. Getac does not use "off-shore" technical support.

Warranty Services Overview - Getac designed its tablets and notebooks to survive drops, shocks, rain, vibration, and more. We are confident in our quality and that is why our devices come with the best warranty in the industry. It is the peace-of-mind protection of knowing you are covered. Therefore, downtime due to product failures and associated costs of repair are greatly minimized leading to a lower total cost of ownership (TCO) than consumer devices that are not "suitable to task" for this environment. However, Getac understands accidents are inevitable in this environment. Warranty support is available 24-hrs/7 days a week, including holidays, utilizing the web-based customer portal.

For Level I/II Repairs – Getac Self-Maintainer Program empowers in house technicians to provide immediate services to defective unit for minor repairs. For Level I and Level II repairs, the Getac Self-Maintainer Program allows you to perform warranty repairs on Getac products. Instead of shipping products to Getac's US-based Repair Center, the defective part can be swapped out by your own technicians. This allows you keep possession of your products and minimize downtime. Self-Maintainer repairs include all parts, and materials at no additional cost.

Common cosmetic repairs like hatch door replacement are also included. Getac provides training for your team as part of the Self-Maintainer Program with an emphasis on parts replacement, product use and Getac's Service System processing. Upon successful completion of training, Getac supplies you an initial stock of seed parts to inventory at your location. When a repair is needed, your technician diagnoses the problem, creates an RMA in Getac's Online Service System (GSS) then removes the required part from Getac consigned inventory and repairs the unit.

LEVEL 1	LEVEL II
Door / Hatch / Dust Cover Replacement	Keyboard Replacement
Computer Handle Replacement	Memory Replacement
Battery and AC Adapter Replacement	Internal WLAN & GOBI Module Replacement

To replenish the inventory, simply place the defective part in the used part box, put a copy of the RMA inside, write the RMA number on the outside of the box and return it to Getac. Upon receipt of the defective part, Getac will ship out a replacement part to you. When you receive the new part, place it into inventory for future repairs.

To ensure our high standard for repair is met, Getac has established the following qualification requirements for the Self-Maintainer Program:

- Repairs are limited to customer owned product—150-unit minimum
- Must be a current Getac USA customer in good business standing
- Must have Service and Spare Parts Agreement in place with Getac
- Must have qualified technicians on staff capable of repairing Getac products
- Must have a dedicated environment and tools appropriate to repair products
- Maintain product repair information and problem codes in the Getac Service Portal for product tracking and spare part replenishment

Level III Repairs - FedEx TechConnect Program was designed to offer fast, convenient, reliable service repairs that can be initiated 24 hours a day, 7 days a week on Getac Service Portal. With one of the lowest annual failure rates in the computer industry, Getac computers are built to survive. If one does need repair beyond the Level I & Level II Self-Maintainer program, we want to make it as convenient as possible. Getac has partnered with FedEx TechConnect, a fast, convenient, reliable service repair center located in Memphis, TN. The End-of-runway location ensures shorter time in transit for express shipments and 3 day or less transit by FedEx Ground for most of the US.



Warranty repairs can be initiated 24 hours a day, 7 days a week on the Getac service portal. With over 1,800 FedEx Office locations nationwide, it's easy to find a convenient drop-off location to and US-based end user. Once the device is shipped to the end of runway state of the art facility, technology repair specialists, certified by Getac, provide diagnostics, repair, re-image and upgrade services with quality assurance methodologies designed to verify that everything is working properly. All Getac warranty repairs are performed by expert technicians using only Getac original production parts. Every repair comes with online three-stage tracking of the inbound

shipment to the repair center, during repair or upgrade, and the return shipment back to the designated location. With the 24/7 online monitored chain of custody, your system is always either with FedEx or you. Average repair time, excluding shipping, is 3.1 days.

- K. K. Describe the warranty period of products. Submit information on your warranty programs.
Getac Response: See Warranty Cards attached.

5.A. Method of Approach – Technology Requirements

Describe your website and the ease-of-use for customers to perform the following types of tasks: to search for products; to find alternate products (if a certain product is not available); to perform side-by-side price comparison to products; to order products; to order products in advance (i.e., how far in advance of required delivery date can an order be placed?); to track order status, to include backordered items; to determine when an item was received and who received it; to restrict/block the ordering of certain line items and to restrict/block the ordering of groups; to create approval paths/levels for orders, to include creating an approval path for restricted items; to create a

“favorites” list or other personalized list of frequently ordered items; to create a “shared” list for an agency to use; to obtain online customer service; to receive online training; to accept credit card payment (and describe the level of data offered; also describe your security measures for credit card orders); to track their budget for purchases; to generate reports

Getac Response: See Exhibit A for Website details.

Describe additional functionality offered by your website.

Getac Response: See Exhibit A for website details.

Describe the hours your website is applicable?

Getac Response: 24/7

What are your hours of downtime, such as for system maintenance?

Getac Response: No specific downtime, however, notice on the site will be made at least 72 hours prior to system maintenance.

Does your website offer real time product availability? *No. Due to the customize nature of the rugged devices offered under this RFP, each product is made to order to purchasers’ desired specifications.*

If volume discounts are proposed, does your website automatically offer the order size incentive? For example, if an order reaches a certain amount, is a volume discount automatically offered and, if so, how is that conveyed to the customer? *No volume discounts are available. We maintain a low margin with our certified resellers to ensure “Best Value” competitive NTE pricing for all orders offered under this contract.*

Describe the types of email confirmations that your website generates. What events trigger an email going to the customer? *Getac Response: Each customer may select what type of email events trigger an email on their private customer portal.*

Describe the registration process to set up new customers for your online ordering process. Is self-registration available? If an agency does not want self- registration, are you available to assist in the registration process? *Getac Response: Due to the complexity of device ordering, Getac does not have an online order process. A customer is directed to contact the appropriate sales representative based on geography and the sales member will create the order.*

Describe if your website can be customized for an agency’s specific needs, such as placing our logo on your website, associating an agency blanket purchase order number on all orders, creating a bulletin board or other place to display customized messages, displaying approved configurations, naming certain fields (i.e., user defined fields), etc. *Getac Response: At this time the functionality does not exist, but we are open to providing specific site customizations based on agency needs.*

Describe the types of online reporting that are available. Is customized reporting available? *Getac Response: After initial purchase, detailed customizable reporting is available to the customer on the unique customer portal website.*

Describe your online return process (if available). *As a rugged OEM that provides custom designed rugged products made to end user specifications, general returns are not accepted. In the highly unlikely event that a device arrives "Dead on Arrival" (DOA) to the customer, a replacement will be shipped to the customer at no additional cost.*

Describe any third-party integration that you have successfully implemented. For example, is your website integrated with any third-party procurement, financial, or purchasing/credit card systems?
Getac Response: No.

Describe your strategic vision for your website – i.e., Is new functionality expected to be added? If so, describe the functionality and the timeline for implementation. How often is the web redesigned? As technology evolves (for example, new search engines are more robust), does your website evolve, too? Etc. *Getac Response: This will be newly designed website for OMNIA and Getac is eager to design website to meet robust requirements.*

6. Method of Approach - Reporting Requirements

Contractor shall provide and supply customized usage reports upon request from the City of Tucson or any Participating Agency. At a minimum, the reports shall include the item number, item description, manufacturer number, total quantity ordered, number of orders and total spend for the requested time period. At a minimum, the City of Tucson requires an annual report within 30 calendar days of each contract years end date. *Getac Response: Getac acknowledges and accepts the terms of Section 6. Reporting Requirements.*

7. Price Proposal

A. Provide price proposal as requested on the Price Page attached herein. *Getac Response: See Price Proposal Page*

B. Provide details of and propose more aggressive pricing for volume orders, special manufacturer's offers, minimum order quantity, free goods programs, total annual spend, etc. *Getac Response: No more aggressive pricing strategies are proposed.*

C. Describe any government rebate programs that are offered. *Getac Response: N/A*

D. Provide information on any ordering methods – such as electronic ordering or payment via pCard or EFT – or other criteria which entitle the using agency to additional discounts off of a manufacturer's price list. If so, please provide the percentage discount. *Getac Response: N/A*

E. The City anticipates new products within the categories described herein will be automatically available to Participating Public Agencies at the same proposed pricing methodology indicated above. If new products become available and will not be offered at the same pricing methodology describe the proposed verifiable pricing formula or guaranteed discount matrix for new products introduced. *Getac Response: Getac does not intend on introducing new products that do not fall within the proposed pricing methodology.*

8. Qualifications & Experience

A. Provide a brief history and description of your firm.

Getac Response: Getac is part of the MiTAC-Synnex Group, a multinational business group established in 1945. Its scope of businesses covers the computer, consumer electronics with more than \$40B of consolidated sales.

Founded in 1989, Getac Technology Corporation is one of the largest rugged device Original Equipment Manufacturing (OEM) company in the world and consistently leads the industry in innovation, technology and design of rugged laptops and tablets.

Getac's primary goal is to offer a solution that streamlines productivity and withstands the rigors of the harshest working environments. Getac currently employs over 9000+ people across 20 global operation sites whose sole focus is on mobile rugged solutions.



EXPERIENCE

As a global leader in rugged mobile laptops and tablets, Getac has led innovation and technological advances in rugged device manufacturing for over 30 years. Getac has over 250 full-time engineers dedicated to finding solutions to real life problems.

B. Offeror is a reseller, provide proof your firm is an authorized reseller. **Getac Response:** N/A

C. Provide a summarization of your experience in performing work similar to that outlined in this solicitation. Provide a minimum of three references for which your firm has provided the same solution (please include company name, address, contact person, phone number and email address). References from other public agencies, particularly municipal governments, with similar environmental conditions as the City of Tucson are preferred. **Getac Response:** See exhibit A for 10 current public sector references.

D. Provide resumes and three references (preferably from the public sector) for the primary customer service representative(s). Resume(s) shall include their title within the organization, a description of the type of work they would perform, the individuals' credentials, background, years of experience and relevant experience, etc. References shall include the contact's name, phone number, email, position, organization, and the work which the Offeror performed for the reference.

Getac Response:

NAME:	Maria Gutierrez
TELEPHONE #:	949-247-4114
EMAIL ADDRESS:	Contract.administrator_us@getac.com

Maria Gutierrez (OMNIA Primary Representative/Master Agreement Manager) – Maria was chosen by the Director of Product Solutions Division because of her 10+ years' experience supporting the large state and education multi-agency IDIQs and as manager for various teams. Maria's persistence, passion and commitment can be seen in her day-to-day activities and will ensure that OMNIA Master Agreement

Administrator, participating states and procuring entities that reach out to her for assistance receive an immediate response and resolution to their satisfaction.

GETAC is committed to ensuring that the OMNIA Master Agreement Administrator, participating states, all State and agency procurement officials, Directors and procuring agencies have the Senior experienced Master Agreement Manager assigned to maintain and ensuring contract compliance requirements and satisfaction. Maria has spent over fifteen years in the industry supporting Federal, State, Education and Government, working in many different facets through her career learning the industry operations from beginning to end, providing her the ability to have the knowledge, leadership, and problem-solving skills to quickly resolve any issue that may arise. Maria currently manages 5 State Government contracts with national and local reach and continues to learn from the best teachers and mentors in the industry, State Procurement officials and will learn more about OMNA through supporting the contract and attending the OMNIA event each year.

J. VENDOR QUESTIONNAIRE**J.1. Discounts**

As stated in the Instructions to Offerors. Discounts, the price(s) herein can be discounted by ___0___%, if payment is made within _N/A___ days. These payment terms shall apply to all purchases and to all payment methods.

J.2. City of Tucson Business License

Does your firm have a City of Tucson Business License? No

If yes, please provide a copy of your City of Tucson Business license in the next question.

City of Tucson Business License

If yes on the above question, please upload your business license.

J.3. Credit Card Payment

Will payment be accepted via commercial credit card?

☒ Yes

☐ No

If yes, can commercial payment(s) be made online?

☐ Yes

☒ No

☐ N/A

Will a third party be processing the commercial credit card payment(s)?

☐ Yes

☒ No

☐ N/A

If yes, indicate the flat fee per transaction \$_____ (as allowable, per Section 4.9 of the MasterCard Transaction Processing Rules).

If "no" to above, will consideration be given to accept the card?

☐ Yes

☐ No

☐ N/A

OFFER AND ACCEPTANCE

OFFER

TO THE CITY OF TUCSON:

The Undersigned hereby offers and shall furnish the material or service in compliance with all terms, scope of work, conditions, specifications, and amendments in the Request for Proposal which is incorporated by reference as if fully set forth herein.

For clarification of this offer, contact:

Getac, Inc. _____

Company Name

15495 Sand Canyon Drive. Suite 350 _____

Address

Irvine CA 92618 _____

City State Zip

DocuSigned by:

HSIN-JUNG LU

4E90B6CEFFC0448

Signature of Person Authorized to Sign

Printed Name

Hsin-Jung Lu _____

Title

Name: Tammy Tubbs _____

Title: Contract Manager _____

Phone: 949.217.8939 _____

Fax: _____

E-mail: tammy.tubbs@getac.com _____

ACCEPTANCE OF OFFER

The Offer is hereby accepted. The Contractor is now bound to sell the materials or services specified in the Contract. This Contract shall be referred to as Contract No. _____.

CITY OF TUCSON, a municipal corporation

Approved as to form:

This _____ day of _____ 20_____

Awarded:

This _____ day of _____ 20_____

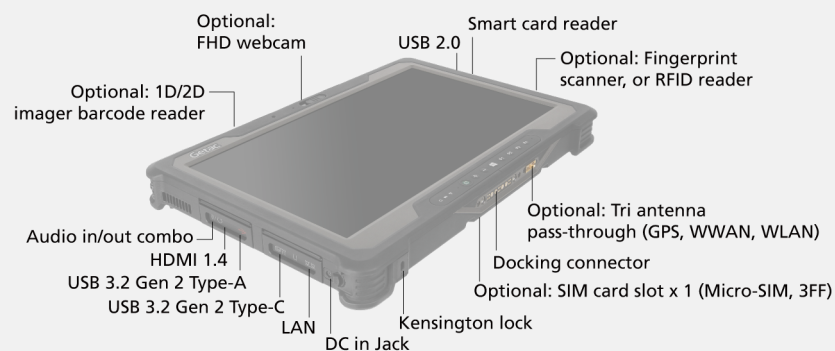
As Tucson City Attorney and not personally
personally

As Director of Business Services and not



A140 FULLY RUGGED TABLET

- 14" FHD / HD LumiBond® display with Getac sunlight readable technology for unprecedented viewing experience
- Dual battery design with LifeSupport™ battery swappable technology
- Enhanced security with TPM 2.0, RFID/NFC and fingerprint scanner
- Optional 1D/2D imager barcode reader and RFID
- Multi-function hard handle, hand straps and shoulder straps and slim-profile vehicle dock for maximum mobile productivity



A140 FULLY RUGGED TABLET

SPECIFICATIONS

Operating System	Windows 10 Pro Windows 11 Pro
Mobile Computing Platform	Intel® Core™ i5-10210U Processor 1.6GHz Max. 4.2GHz with Intel® Turbo Boost Technology - 6MB Intel® Smart Cache Platform options: Intel® Core™ i5-10310U, vPro Processor 1.7GHz Max. 4.4GHz with Intel® Turbo Boost Technology - 6MB Intel® Smart Cache Intel® Core™ i7-10510U Processor 1.8GHz Max. 4.9GHz with Intel® Turbo Boost Technology - 8MB Intel® Smart Cache Intel® Core™ i7-10610U vPro Processor 1.8GHz Max. 4.9GHz with Intel® Turbo Boost Technology - 8MB Intel® Smart Cache
VGA Controller	Intel® UHD Graphics
Display	14" TFT LCD HD (1366 x 768) Protection film 1,000 nits LumiBond® display with Getac sunlight readable technology Capacitive multi-touch screen Optional: 14" IPS TFT LCD FHD (1920 x 1080) 800nits LumiBond® display with Getac sunlight readable technology and capacitive multi-touch screen
Storage & Memory	8GB DDR4 Optional: 16GB / 32GB DDR4 256GB PCIe NVMe SSD Optional: 512GB / 1TB PCIe NVMe SSD
Keyboard	Power button 7 tablet programmable buttons
Pointing Device	Touchscreen - Capacitive multi-touch screen

A140 FULLY RUGGED TABLET

Expansion Slots	Optional: 1D/2D imager barcode reader Optional: Serial port, or HF RFID, or Fingerprint scanner, or HF RFID + Fingerprint scanner
I/O Interface	Audio in/out combo x 1 DC in Jack x 1 USB 2.0 x 1 USB 3.2 Gen 2 Type-A x 1 USB 3.2 Gen 1 Type-C x 1 HDMI 1.4 x 1 LAN(RJ45) x 1 Docking connector x 1 Optional: FHD webcam x 1 Optional: SIM card slot x 1 (Micro-SIM, 3FF) Optional: RF antenna pass-through for GPS, WWAN and WLAN Optional: 8M pixels auto focus rear camera x 1
Communication Interface	10/100/1000 base-T Ethernet x 1 Intel® Wi-Fi 6 AX201, 802.11ax Bluetooth (v5.2) ⁱ Optional: Dedicated GPS ⁱⁱ Optional: 4G LTE mobile broadband ⁱⁱⁱ
Security Feature	TPM 2.0 Kensington lock Optional: HF RFID Optional: Fingerprint reader Smart card reader
Power	AC adapter (65W, 100-240VAC, 50/60Hz) Li-ion battery (10.8V, typical 3220mAh; min. 3120mAh) x 2 LifeSupport™ battery swappable technology
Dimension	369 x 248 x 32.5mm (14.58" x 9.76" x 1.279") 2.3kg (5.07lbs) ^{iv}
Rugged Feature	MIL-STD-810H certified IP65 certified MIL-STD-461G certified ^v Vibration & 4ft (1.2m) drop resistant ^{vi} Optional: ANSI / ISA 121201 ^{xi}
Environmental Specification	Temperature ^{vii} : - Operating: -29°C to 63°C / -20°F to 145°F - Storage: -51°C to 71°C / -60°F to 160°F Humidity: - 95% RH , non-condensing

A140 FULLY RUGGED TABLET

Pre-installed Software

Getac Utility
Getac Camera
Getac Geolocation
Getac Barcode Manager ^{viii}
Optional: Absolute Persistence®

Optional software

Getac Driving Safety Utility
Getac KeyWedge Barcode Reader Utility
Getac Device Monitoring System (GDMS)
Getac VGPS Utility ^{ix}

Accessories

Battery (10.8V, typical 3220mAh; min. 3120mAh)
AC adapter (65W, 100-240VAC)
Capacitive stylus with tether

Optional:

Carry bag
Battery (10.8V, typical 3220mAh; min. 3120mAh)
Multi-Bay charger (Dual-Bay)
Multi-Bay charger (Eight-Bay)
AC adapter (65W, 100-240VAC)
Office dock AC adapter (90W, 100-240VAC)
MIL-STD-461 AC adapter (90W, 100-240VAC)
DC-DC vehicle adapter (120W, 11-32VDC)
Capacitive stylus with tether
Protection film
Rotating hand strap with kickstand
Rubber hand strap
Shoulder strap (2-point)
Shoulder harness (4-point; handsfree)
Vehicle cradle ^x
Vehicle dock ^x
Office dock
100W Type-C adapter
Getac rugged keyboard

Bumper-to-Bumper Warranty

Accidents can take your equipment out of service when you least expect it, especially in a rugged environment, which can cause costly equipment downtime.

That is why Getac has introduced accidental damage as standard under our Bumper-to-Bumper warranty, to help minimize your enterprise IT costs.

Bumper-to-Bumper is your hassle-free guarantee. That means you can depend on us to have your unit back in service within days.

Standard

3 years Bumper-to-Bumper

I. Bluetooth performance and connectable distance may be subject to interference with the environments and performance on client devices, users may be able to reduce effects of interference by minimizing the number of active Bluetooth wireless devices that is operating in the area.

A140 FULLY RUGGED TABLET

- II. Supports GPS and Glonass.
- III. Units with 4G LTE option comes with an embedded SIM card slot.
- IV. Weight varies from configurations and optional accessories..
- V. MIL-STD-461 90W AC adapter sold separately.
- VI. Drop test results vary from configurations and optional accessories.
- VII. Tested by an independent third-party test lab following MIL-STD-810H.
- VIII. Available when barcode reader option is selected.
- IX. Models require either embedded or standalone GPS module.
- X. Gamber Johnson and Havis vehicle docks are e-mark certified.
- XI. Available with limited configurations and environment conditions.

Information provided herewith is for reference only, available specification shall be subjected to quotation by request.

	Vehicle Dock	Office Dock
Serial Port	1	1
External VGA	1	-
Display Port	-	1
Microphone	1	1
Audio Output	1	1
DC in Jack	1	1
USB	4	3
LAN	1	1
HDMI 1.4	1	1
RF Antenna Connector	3 (WWAN, WLAN, GPS)	-
Printer Port	-	1

Getac USA

15495 Sand Canyon Ave. Suite 350
Irvine, CA 92618
Tel : 949-681-2900

GetacSales_US@getac.com | www.getac.com/us/

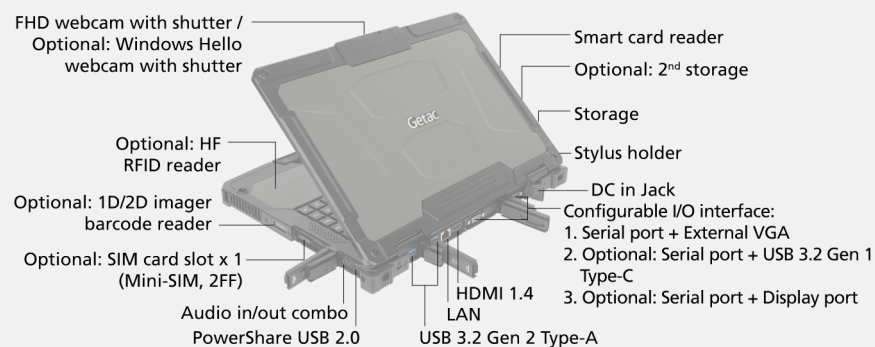
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Information provided herewith is for reference only,
available specification shall be subjected to quotation by request.



B360 FULLY RUGGED NOTEBOOK

- MIL-STD 810H, 6ft operating drop rating, IP66 certified, and optional salt fog resistant
- 10th Generation Intel® Core™ Processor
- 13.3" FHD LumiBond® display with Getac sunlight readable technology (1,400 nits) and capacitive touchscreen
- Enhanced enterprise security with optional dual user replaceable storage, Windows Hello face-authentication camera, integrated 1D/2D imager barcode reader and multi-factor authentication options
- LifeSupport™ battery swappable technology



B360 FULLY RUGGED NOTEBOOK

SPECIFICATIONS

Operating System	Windows 10 Pro Windows 11 Pro
Mobile Computing Platform	Intel® Core™ i5-10210U Processor 1.6GHz Max. 4.2GHz with Intel® Turbo Boost Technology - 6MB Intel® Smart Cache Platform options: Intel® Core™ i5-10310U vPro™ Processor 1.7GHz Max. 4.4GHz with Intel® Turbo Boost Technology - 6MB Intel® Smart Cache Intel® Core™ i7-10510U Processor 1.8GHz Max. 4.9GHz with Intel® Turbo Boost Technology - 8MB Intel® Smart Cache Intel® Core™ i7-10610U vPro™ Processor 1.8GHz Max. 4.9GHz with Intel® Turbo Boost Technology - 8MB Intel® Smart Cache Intel® Core™ i7-10710U Processor 1.1GHz Max. 4.7GHz with Intel® Turbo Boost Technology 12MB Intel® Smart Cache
VGA Controller	Intel® UHD Graphics
Display	13.3" IPS TFT LCD FHD (1920 x 1080) Protection film 1,400 nits LumiBond® display with Getac sunlight readable technology Capacitive multi-touch screen
Storage & Memory	8GB DDR4 Optional: 16GB / 32GB / 64GB DDR4 256GB PCIe NVMe SSD Optional: 512GB / 1TB PCIe NVMe SSD Optional 2 nd storage ¹ : 256GB / 512GB / 1TB SATA SSD
Keyboard	LED backlit membrane keyboard Optional: LED backlit rubber keyboard
Pointing Device	Touchscreen - Capacitive multi-touch screen Touchpad - Touchpad with two buttons

B360 FULLY RUGGED NOTEBOOK

Expansion Slots	Smart card reader x 1 Optional: 1D / 2D imager barcode reader
I/O Interface	FHD webcam x 1 Audio in/out combo x 1 DC in Jack x 1 PowerShare USB 2.0 x 1 USB 3.2 Gen 2 Type-A x 2 LAN (RJ45) x 1 HDMI 1.4 x 1 Docking connector x 1 Optional: SIM card slot x 1 (Mini-SIM, 2FF) Optional: Windows Hello face-authentication camera (front-facing) x 1 Optional: RF antenna pass-through for GPS, WWAN and WLAN Configurable I/O options ⁱⁱ : 1. Serial port (9-pin; D-sub) x 1 + External VGA (15-pin; D-sub) x 1 2. Serial port (9-pin; D-sub) x 1 + USB 3.2 Gen 2 Type-C x 1 3. Serial port (9-pin; D-sub) x 1 + Display port x 1 4. Serial port (9-pin; D-sub) x 1 + External VGA (15-pin; D-sub) x 1 + 2nd LAN (RJ45) x 1 5. Serial port (9-pin; D-sub) x 1 + Display Port x 1 + 2nd LAN (RJ45) x 1
Communication Interface	10 / 100 / 1000 base-T Ethernet Intel® Wi-Fi 6 AX200, 802.11ax Bluetooth (v5.2) ⁱⁱⁱ Optional: Dedicated GPS ^{iv} Optional: 4G LTE mobile broadband with integrated GPS ^{iv,v}
Security Features	TPM 2.0 Kensington lock Optional: Fingerprint reader ^{xi} Optional: HF RFID reader ^{vi, xi} Smart card reader
Power	AC adapter (90W, 100-240VAC, 50/60Hz) Li-ion battery (11.1V, typical 2100mAh; min. 2040mAh) x 2 LifeSupport™ battery swappable technology
Dimension (W x D x H) & Weigh	342 x 281 x 34.9 mm (13.46" x 11.06" x 1.37") 2.32kg (5.11lbs) ^{vii}

B360 FULLY RUGGED NOTEBOOK

Rugged Feature

MIL-STD-810H certified
IP66 certified
MIL-STD-461G certified ^{viii}
Vibration & 6ft (1.8m) drop resistant
Optional: ANSI/UL 121201, CSA C22.2 NO. 213 (Class I, Division 2, Groups A, B, C, D) ^{xiv}
Optional: Salt fog certified

Environmental Specification

Temperature ^{ix}:
- Operating: -29°C to 63°C / -20°F to 145°F
- Storage: -51°C to 71°C / -60°F to 160°F
Humidity:
- 95% RH, non-condensing

Pre-installed software

Getac Utility
Getac Geolocation
Getac Barcode Manager ^{ix}
Optional: Absolute Persistence®

Optional software

Getac Driving Safety Utility
Getac KeyWedge Barcode Reader Utility
Getac Device Monitoring System (GDMS)
Getac VGPS Utility ^{xii}

Accessories

Battery (11.1V, typical 2100mAh; min. 2040mAh)
AC adapter (90W, 100-240VAC)
Capacitive stylus with tether

Optional:

Backpack
Battery (11.1V, typical 2100mAh; min. 2040mAh)
Multi-Bay charger (Dual-Bay)
Multi-Bay charger (Eight-Bay)
AC adapter (90W, 100-240VAC)
Office dock AC adapter (120W, 100-240VAC)
MIL-STD-461 AC adapter (90W, 100-240VAC)
DC-DC vehicle adapter (120W, 11-32VDC)
Capacitive stylus with tether
Protection film
Vehicle cradle ^{xiii}
Vehicle dock ^{xiii}
Office dock
Spare SSD kit
100W Type-C adapter

B360 FULLY RUGGED NOTEBOOK

Bumper-to-Bumper warranty

Accidents can take your equipment out of service when you least expect it, especially in a rugged environment, which can cause costly equipment downtime.

That is why Getac has introduced accidental damage as standard under our Bumper-to-Bumper warranty, to help minimize your enterprise IT costs.

Bumper-to-Bumper is your hassle-free guarantee. That means you can depend on us to have your unit back in service within days.

Standard

3 years Bumper-to-Bumper

-
- I. Second storage is optional and will be fitted with a removable cover when not chosen at point of purchase.
 - II. External VGA, USB 3.2 Gen 1 Type-C port and Display port are mutually exclusive.
 - III. Bluetooth performance and connectable distance may be subject to interference with the environments and performance on client devices, users may be able to reduce effects of interference by minimizing the number of active Bluetooth wireless devices that is operating in the area.
 - IV. Dedicated GPS is mutually exclusive with 4G LTE mobile broadband.
 - V. Units with 4G LTE option comes with an embedded SIM card slot.
 - VI. HF(13.56MHz) combo HF RFID/NFC reader (iClass, HID Prox , ISO 15693, 14443 A/B, Mifare, and FeliCa™ compliant).
 - VII. Weight and dimensions vary from configurations and optional accessories.
 - VIII. MIL-STD-461 90W AC adapter sold separately.
 - IX. Tested by an independent third-party test lab following MIL-STD-810H.
 - X. Available when barcode reader option is selected.
 - XI. Fingerprint reader and HF RFID reader are mutually exclusive.
 - XII. Models require either embedded or standalone GPS module.
 - XIII. Gamber Johnson and Havis vehicle docks are e-mark certified.
 - XIV. Available with limited configurations and environment conditions.

Information provided herewith is for reference only, available specification shall be subjected to quotation by request.

B360 FULLY RUGGED NOTEBOOK

	Vehicle Dock	Office Dock
Serial Port	2	2
External VGA	1	1
Microphone	1	1
Audio Output	1	1
DC in Jack	1	1
USB	6	5
LAN	2	2
HDMI 1.3	1	1
RF Antenna Connector	3 (GPS, WWAN, WLAN)	-

Getac USA

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Irvine, CA 92618

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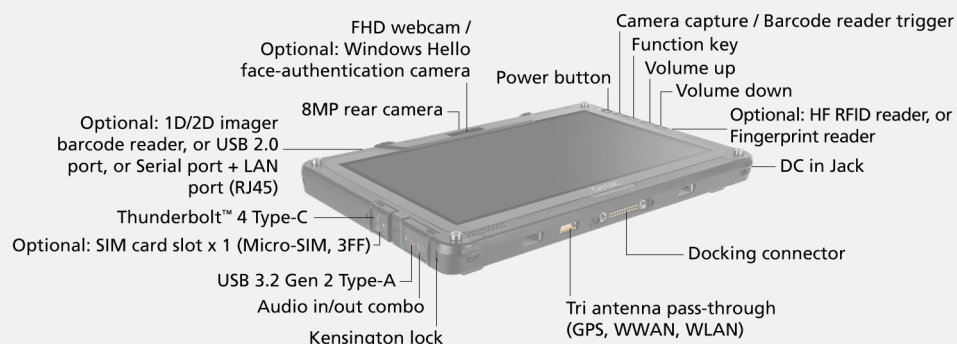
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Information provided herewith is for reference only,
available specification shall be subjected to quotation by request.



F110 FULLY RUGGED TABLET

- 11th Generation Intel® Core™ i7 / i5 vPro™ Processor
- Thunderbolt™ 4 brings lightning speed and performance
- Enhanced enterprise security with optional Intel® vPro™, Windows Hello face-authentication camera, TPM 2.0 and many more multi-factor authentication options
- Configurable options to fit diverse data collection needs: Optional 1D/2D imager barcode reader / USB 2.0 port / Serial port + LAN port (RJ45)
- LifeSupport™ battery swappable technology



F110 FULLY RUGGED TABLET

SPECIFICATIONS

Operating System	Windows 10 Pro Windows 11 Pro
Mobile Computing Platform Options	Intel® Core™ i5-1135G7 Processor Max. 4.2GHz with Intel® Turbo Boost Technology - 8MB Intel® Smart Cache Platform options: Intel® Core™ i5-1145G7 vPro™ Processor Max. 4.4GHz with Intel® Turbo Boost Technology - 8MB Intel® Smart Cache Intel® Core™ i7-1165G7 Processor Max. 4.7GHz with Intel® Turbo Boost Technology - 12MB Intel® Smart Cache Intel® Core™ i7-1185G7 vPro™ Processor Max. 4.8GHz with Intel® Turbo Boost Technology - 12MB Intel® Smart Cache
VGA Controller	Intel® UHD Graphics
Display	11.6" IPS TFT LCD FHD (1920 x 1080) Protection film 1,000 nits LumiBond® display with Getac sunlight readable technology Capacitive multi-touch screen
Storage & Memory	8GB DDR4 Optional: 16GB / 32GB DDR4 256GB PCIe NVMe SSD Optional: 512GB / 1TB / 2TB PCIe NVMe SSD
Keyboard	Power button 4 tablet programmable buttons
Pointing Device	Touchscreen - Capacitive multi-touch screen - Optional: Dual mode touchscreen (multi-touch and digitizer)

F110 FULLY RUGGED TABLET

Expansion Slots	<p>Optional: Smart card reader</p> <p>Optional: 1D/2D imager barcode reader, or USB 2.0 port, or serial port + LAN (RJ45) ⁱ</p> <p>Optional ⁱⁱ: HF RFID Reader, or Fingerprint Reader</p>
I/O Interface	<p>FHD webcam x 1 ⁱⁱⁱ</p> <p>8M pixels auto focus rear camera x 1</p> <p>Audio in/out combo x 1</p> <p>DC in Jack x 1</p> <p>Thunderbolt™ 4 Type-C x 1</p> <p>USB 3.2 Gen 2 Type-A x 1</p> <p>Docking connector x 1</p> <p>Optional: SIM card slot x 1 (Micro-SIM, 3FF)</p> <p>Optional: Windows Hello face-authentication camera (front-facing) x 1 ⁱⁱⁱ</p> <p>Optional: RF antenna pass-through for GPS, WWAN and WLAN</p>
Communication Interface	<p>Intel® Wi-Fi 6 AX201, 802.11ax</p> <p>Bluetooth (v5.2) ^{iv}</p> <p>Optional: Dedicated GPS</p> <p>Optional: 4G LTE mobile broadband with integrated GPS ^v</p> <p>Optional: 10/100/1000 base-T Ethernet ⁱ (Occupies expansion slot)</p>
Security Features	<p>TPM 2.0</p> <p>Kensington lock</p> <p>Optional: Intel® vPro™ Technology</p> <p>Optional: Windows Hello face-authentication camera (front-facing) ⁱⁱⁱ</p> <p>Optional: HF RFID Reader ^{vi, ii}, or Smart Card Reader, or Fingerprint Reader ⁱⁱ</p>
Power	<p>AC adapter (90W, 100-240VAC, 50/60Hz)</p> <p>Li-ion battery (11.4V, typical 2680mAh; min. 2640mAh) x 2</p> <p>LifeSupport™ battery swappable technology</p> <p>Optional: High capacity Li-ion battery (11.1V, typical 4200mAh; min. 4080mAh) x 2</p>
Dimension (W x D x H) & Weigh	<p>314 x 207 x 25mm (12.4" x 8.15" x 0.98")</p> <p>1.52kg (3.35lbs) ^{vii}</p>
Rugged Features	<p>MIL-STD-810H certified</p> <p>IP66 certified</p> <p>MIL-STD-461G certified ^{viii}</p> <p>Vibration & 6ft (1.8m) drop resistant</p> <p>Optional: ANSI/UL 121201, CSA C22.2 NO. 213 (Class I, Division 2, Groups A, B, C, D) ^{ix}</p>

F110 FULLY RUGGED TABLET

Environmental Specifications

Temperature ^x:

- Operating: -29°C to 63°C / -20°F to 145°F

- Storage: -51°C to 71°C / -60°F to 160°F

Humidity:

- 95% RH, non-condensing

Pre-installed software

Getac Utility

Getac Camera

Getac Geolocation

Getac Barcode Manager ^{xi}

Optional: Absolute Persistence[®]

Optional software

Getac Driving Safety Utility

Getac KeyWedge Barcode Reader Utility

Getac Device Monitoring System (GDMS)^{xii}

Getac VGPS Utility ^{xiii}

Accessories

Battery (11.4V, typical 2680mAh; min. 2640mAh)

AC adapter (90W, 100-240VAC, 50 / 60Hz)

Capacitive stylus with tether

Optional:

Carry bag

Battery (11.4V, typical 2680mAh; min. 2640mAh)

High capacity Li-ion battery (11.1V, typical 4200mAh;
min. 4080mAh)

Multi-Bay charger (Dual-Bay)

Multi-Bay charger (Eight-Bay)

AC adapter (90W, 100-240VAC, 50 / 60Hz)

Office dock AC adapter (90W, 100-240VAC)

MIL-STD-461 AC adapter (90W, 100-240VAC)

DC-DC vehicle adapter (120W, 11-32VDC)

Digitizer pen

Capacitive stylus with tether

Protection film

Hard handle

Hand strap

Shoulder strap (2-point)

Shoulder harness (4-point; handsfree)

Detachable keyboard

Vehicle cradle ^{xiv}

Vehicle dock ^{xiv}

Office dock

Spare SSD kit

100W Type-C adapter

Getac rugged keyboard

F110 FULLY RUGGED TABLET

Bumper-to-Bumper warranty

Accidents can take your equipment out of service when you least expect it, especially in a rugged environment, which can cause costly equipment downtime.

That is why Getac has introduced accidental damage as standard under our Bumper-to-Bumper warranty, to help minimize your enterprise IT costs. Bumper-to-Bumper is your hassle-free guarantee.

That means you can depend on us to have your unit back in service within days.

Standard

3 years Bumper-to-Bumper

-
- I. 1D/2D imager barcode reader, or USB (USB 2.0) port, or Serial port + LAN are mutually exclusive options.
 - II. HF RFID reader and fingerprint reader are mutually exclusive options.
 - III. FHD webcam and optional Windows Hello face-authentication camera (front-facing) are mutually exclusive options.
 - IV. Bluetooth performance and connectable distance may be subject to interference with the environments and performance on client devices, users may be able to reduce effects of interference by minimizing the number of active Bluetooth wireless devices that is operating in the area.
 - V. Units with 4G LTE option comes with an embedded SIM card slot.
 - VI. 13.56MHz HF RFID reader (ISO 15693, 14443 A/B, Mifare and FeliCa™ compliant).
 - VII. Weight and dimensions vary from configurations and optional accessories; optional high-capacity batteries add approx. 6mm (H), 0.24kg.
 - VIII. MIL-STD-461 90W AC adapter sold separately.
 - IX. Available with limited configurations and environment conditions.
 - X. Tested by an independent third-party test lab following MIL-STD-810H.
 - XI. Available when barcode reader option is selected.
 - XII. Only compatible with Windows 10.
 - XIII. Models require either embedded or standalone GPS module.
 - XIV. Gamber Johnson and Havis vehicle docks are e-mark certified.

Information provided herewith is for reference only, available specification shall be subjected to quotation by request.

F110 FULLY RUGGED TABLET

	Vehicle Dock	Office Dock
Serial Port	2	2
External VGA	1	1
Microphone	1	1
Audio Output	1	1
DC in Jack	1	1
USB	4	4
LAN	1	1
HDMI	1	1
RF Antenna Connector	3 (WWAN, WLAN, GPS)	-

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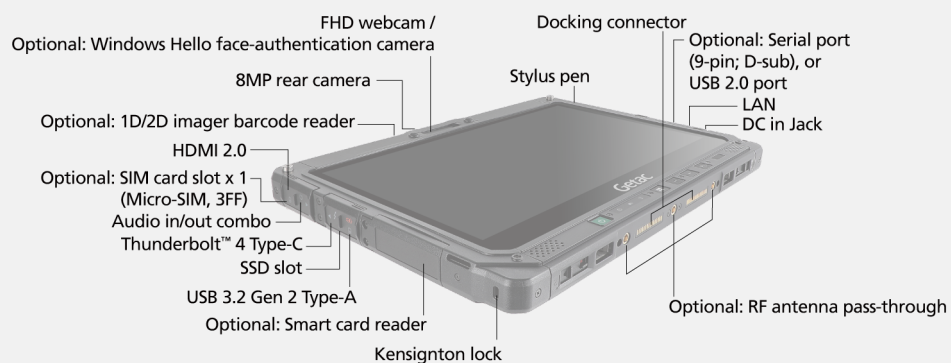
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K120 FULLY RUGGED TABLET

- 11th Generation Intel® Core™ i7 / i5 vPro™ Processor
- 12.5" FHD LumiBond® display with Getac sunlight readable technology (1,200 nits) and capacitive touchscreen
- Enhanced enterprise security with optional Intel vPro, Windows Hello face-authentication camera, and multi-factor authentication options
- Multi-mode usage streamlined by extensive accessory selections
- LifeSupport™ battery swappable technology
- Thunderbolt™ 4 brings lightning speed and performance



K120 FULLY RUGGED TABLET

SPECIFICATIONS

Operating System	Windows 10 Pro Windows 11 Pro
Mobile Computing Platform	Intel® Core™ i5-1135G7 Processor Max. 4.2GHz with Intel® Turbo Boost Technology - 8MB Intel® Smart Cache Platform options: Intel® Core™ i5-1145G7 vPro™ Processor Max. 4.4GHz with Intel® Turbo Boost Technology - 8MB Intel® Smart Cache Intel® Core™ i7-1165G7 Processor Max. 4.7GHz with Intel® Turbo Boost Technology - 12MB Intel® Smart Cache Intel® Core™ i7-1185G7 vPro™ Processor Max. 4.8GHz with Intel® Turbo Boost Technology - 12MB Intel® Smart Cache
VGA Controller	Intel® Iris® X ^e Graphics ^{xv}
Display	12.5" IPS TFT LCD FHD (1920 x 1080) Protection film 1,200 nits LumiBond® display with Getac sunlight readable technology Capacitive multi-touch screen
Storage & Memory	16GB DDR4 Optional: 32GB / 64GB DDR4 256GB PCIe NVMe SSD Optional: 512GB / 1TB / 2TB PCIe NVMe SSD
Keyboard	Power button 5 tablet programmable buttons
Pointing Device	Touchscreen - Capacitive multi-touch screen - Optional: Dual mode touchscreen (multi-touch and digitizer)
Expansion Slots	Optional: 1D/2D imager barcode reader Optional: Serial port (9-pin; D-sub), or USB 2.0 port

K120 FULLY RUGGED TABLET

I/O Interfaces

Tablet

FHD webcam x 1 ⁱ
 8M pixels auto focus rear camera x 1
 Audio in/out combo x 1
 DC in Jack x 1
 USB 3.2 Gen 2 Type-A x 1
 Thunderbolt™ 4 x 1
 LAN (RJ-45) x 1
 HDMI 2.0 x 1
 Docking connector x 2
 Optional: SIM card slot x 1 (Micro-SIM, 3FF)
 Optional: Windows Hello face-authentication camera (front-facing) x 1 ⁱ
 Optional: RF antenna pass-through for GPS, WWAN and WLAN

Optional keyboard dock:

DC in Jack x 1
 USB 3.2 Gen 1 Type-A x 3
 LAN (RJ45) x 1
 HDMI 2.0 x 1
 Display port 1.2 x 1
 Serial port (9-pin; D-sub) x 1
 Optional: RF antenna pass-through for GPS, WWAN and WLAN

Communication Interface

10/100/1000 base-T Ethernet
 Intel® Wi-Fi 6 AX201, 802.11ax
 Bluetooth (v5.2) ⁱⁱ
 Optional: Dedicated GPS ⁱⁱⁱ
 Optional: 4G LTE mobile broadband with integrated GPS ^{iii, iv}

Security Features

TPM 2.0
 Kensington lock
 Optional: Intel® vPro™ Technology
 Optional: Smart card reader or HF RFID reader ^{v, vi} or
 Fingerprint reader ^{vii}

Power

AC adapter (90W, 100-240VAC, 50/60Hz)
 Li-ion battery (11.1V, typical 2100mAh; min. 2040mAh) x 2
 LifeSupport™ battery swappable technology
 Optional: High capacity Li-ion battery (14.4V, typical 3450mAh; min. 3300mAh) x 2

Dimension (W x D x H) & Weight

Tablet

329.5 x 238 x 24mm (12.97" x 9.37" x 0.94")
 1.7kg (3.75lbs) ^{viii}

Tablet + Optional keyboard dock:

340.5 x 307.5 x 47mm (13.40" x 12.10" x 1.85")
 3.13kg (6.9lbs) ^{viii}

K120 FULLY RUGGED TABLET

Rugged Features

MIL-STD-810H certified
IP66 certified
MIL-STD-461G certified ^{ix}
Vibration & 6ft (1.8m) drop-resistant ^x
Optional: ANSI/UL 121201, CSA C22.2 NO. 213 (Class I, Division 2, Groups A, B, C, D) ^{xi}

Environmental Specifications

Temperature ^{xii}:
- Operating: -29°C to 63°C / -20°F to 145°F
- Storage: -51°C to 71°C / -60°F to 160°F
Humidity:
- 95% RH, non-condensing

Pre-installed software

Getac Utility
Getac Camera
Getac Geolocation
Getac Barcode Manager ^{xiii}
Optional: Absolute Persistence®

Optional software

Getac Driving Safety Utility
Getac KeyWedge Barcode Reader Utility
Getac Device Monitoring System (GDMS) ^{xvi}
Getac VGPS Utility ^{xvii}

K120 FULLY RUGGED TABLET

Accessories

Battery (11.1V, typical 2100mAh; min. 2040mAh)
AC adapter (90W, 100-240VAC)
Capacitive stylus with tether

Optional:

Carry bag
Battery (11.1V, typical 2100mAh; min. 2040mAh)
High capacity Li-ion battery (14.4V, typical 3450mAh; min. 3300mAh)
Multi-Bay charger (Dual-Bay)
Multi-Bay charger (Eight-Bay)
AC adapter (90W, 100-240VAC)
Office dock AC adapter (120W, 100-240VAC)
MIL-STD-461 AC adapter (90W, 100-240VAC)
DC-DC vehicle adapter (120W, 11-32VDC)
Digitizer pen
Capacitive stylus with tether
Protection film
Hard handle
Rotating hand strap with kickstand
Shoulder strap (2-point)
Shoulder harness (4-point; handsfree)
Detachable keyboard
Vehicle cradle^{xviii}
Keyboard dock
Vehicle dock^{xiv, xviii}
Office dock
Spare SSD kit
100W Type-C adapter
Getac rugged keyboard

Bumper-to-Bumper Warranty

Accidents can take your equipment out of service when you least expect it, especially in a rugged environment, which can cause costly equipment downtime.

That is why Getac has introduced accidental damage as standard under our Bumper-to-Bumper warranty, to help minimize your enterprise IT costs.

Bumper-to-Bumper is your hassle-free guarantee. That means you can depend on us to have your unit back in service within days.

Standard

3 years Bumper-to-Bumper

- I. FHD webcam and optional Windows Hello face-authentication camera (front-facing) are mutually exclusive options.
- II. Bluetooth performance and connectable distance may be subject to interference with the environments and performance on client devices, users may be able to reduce effects of interference by minimizing the number of active Bluetooth wireless devices that is operating in the area.
- III. Dedicated GPS is mutually exclusive with 4G LTE mobile broadband. Supports GPS and Glonass.
- IV. Units with 4G LTE option comes with an embedded SIM card slot. .
- V. 13.56MHz HF RFID/NFC reader (ISO 15693, 14443 A/B, Mifare and FeliCa™ compliant).
- VI. LF/HF RFID reader option is not Energy Star 8.0 compliant.
- VII. Smart card reader, HF RFID reader and Fingerprint scanner are mutually exclusive options.
- VIII. Weight and dimensions vary from configurations and optional accessories; optional high capacity batteries add approx. 11mm (H), 0.20kg.
- IX. MIL-STD-461 90W AC adapter sold separately.

K120 FULLY RUGGED TABLET

- X. Drop test results vary from configurations and optional accessories.
- XI. Available with limited configurations and environment conditions.
- XII. Tested by an independent third-party test lab following MIL-STD-810H.
- XIII. Available when barcode reader option is selected.
- XIV. Available for laptop and tablet mode.
- XV. Units equipped with dual channel memory come with Intel® Iris® X^e Graphics.
- XVI. Only compatible with Windows 10.
- XVII. Models require either embedded or standalone GPS module.
- XVIII. Gamber Johnson and Havis vehicle docks are e-mark certified.

Information provided herewith is for reference only, available specification shall be subjected to quotation by request.

	Vehicle Dock for Tablet Mode	Vehicle Dock for Laptop Mode	Office Dock for Tablet Mode	Office Dock for Laptop Mode
Serial Port	1	1	1	1
VGA	1	1	1	1
Microphone	-	-	1	1
Audio Output	-	-	1	1
DC in Jack	1	1	1	1
USB	USB 2.0 x 3 USB 3.2 Gen 1 x 3	USB 2.0 x 3 USB 3.2 Gen 1 x 3	USB 2.0 x 2 USB 3.2 Gen 1 x 3	USB 2.0 x 2 USB 3.2 Gen 1 x 3
LAN	2	2	2	2
HDMI 2.0	1	1	1	1
RF Antenna Connector	3 (WWAN, WLAN, GPS)	3 (WWAN, WLAN, GPS)	-	-
Kensington Lock	1	1	1	1

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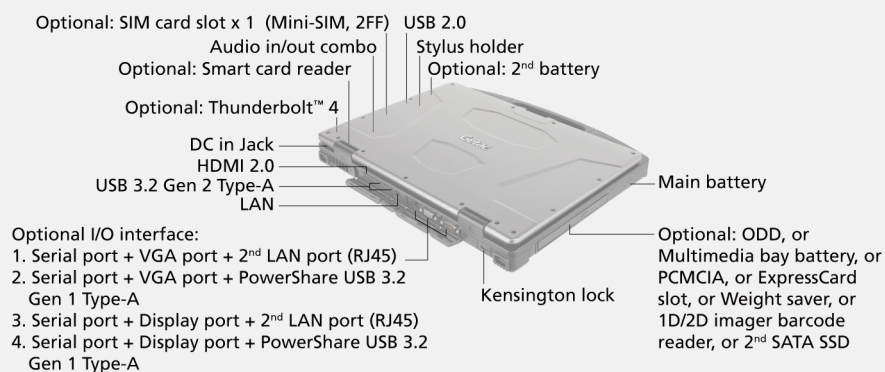
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available specification shall be subjected to quotation by request.



S410 SEMI RUGGED NOTEBOOK

- 11th Generation Intel® Core™ i7 / i5 vPro™ Processor
- Optional Windows Hello face-authentication camera with IR sensor and fingerprint dual biometric authentication
- Thunderbolt™ 4 brings lightning speed and performance
- Greater flexibility and I/O options
- Wider range of operating temperatures of -29°C ~ 63°C (-20°F ~ 145°F)



S410 SEMI RUGGED NOTEBOOK

SPECIFICATIONS

Operating System	Windows 10 Pro Windows 11 Pro
Mobile Computing Platform	Intel® Core™ i3-1115G4 Processor Max. 4.1GHz with Intel® Turbo Boost Technology - 6MB Intel® Smart Cache Platform Options: Intel® Core™ i5-1135G7 Processor Max. 4.2GHz with Intel® Turbo Boost Technology - 8MB Intel® Smart Cache Intel® Core™ i5-1145G7 vPro™ Processor Max. 4.4GHz with Intel® Turbo Boost Technology - 8MB Intel® Smart Cache Intel® Core™ i7-1165G7 Processor Max. 4.7GHz with Intel® Turbo Boost Technology - 12MB Intel® Smart Cache Intel® Core™ i7-1185G7 vPro™ Processor Max. 4.8GHz with Intel® Turbo Boost Technology - 12MB Intel® Smart Cache
VGA Controller	Intel® Iris® X ^e Graphics (i5/i7) ^{xvii} Intel® UHD Graphics (i3) Optional: NVIDIA® GeForce® GTX 1650 4GB discrete graphic controller ^{ii, iii, iv}
Display	14" TFT LCD HD (1366 x 768) Protection film 1,000 nits LumiBond® display with Getac sunlight readable technology Optional: 14" TFT LCD HD (1366 x 768) 1,000 nits LumiBond® display with Getac sunlight readable technology and capacitive multi-touch screen Optional: 14" IPS TFT LCD FHD (1920 x 1080) 1,000 nits LumiBond® display with Getac sunlight readable technology and capacitive multi-touch screen
Storage & Memory	8GB DDR4 Optional: 16GB / 32GB / 64GB DDR4 256GB PCIe NVMe SSD Optional: 512GB / 1TB / 2TB PCIe NVMe SSD Optional: Multimedia bay 2 nd storage: 256GB / 512GB / 1TB SATA SSD ⁱⁱⁱ

S410 SEMI RUGGED NOTEBOOK

Keyboard	LED backlit membrane keyboard
Pointing Device	<p>Touchscreen</p> <p>- Optional: Capacitive multi-touch screen</p> <p>Touchpad</p> <p>- Glide touchpad with multi-touch</p>
Expansion Slots	Optional: Smart card reader x 1
Multimedia Bay	<p>Weight saver</p> <p>Optional: 1D/2D imager barcode reader ⁱⁱⁱ</p> <p>Optional: PCMCIA Type II ⁱⁱⁱ</p> <p>Optional: ExpressCard/34 / 54 ^{i,iii,vi}</p> <p>Optional: DVD super multi drive ^{iii,v}</p> <p>Optional: Multimedia bay battery ^{iii,v}</p> <p>Optional: Blu-Ray super multi drive ^{iii,v}</p> <p>Optional: 2nd storage ^{iii,v}</p>
I/O Interface	<p>Audio in/out combo x 1</p> <p>DC in Jack x 1</p> <p>USB 2.0 x 1</p> <p>USB 3.2 Gen 2 Type-A x 2</p> <p>Optional: Thunderbolt™ 4 x 1</p> <p>LAN (RJ45) x 1</p> <p>HDMI 2.0 x 1</p> <p>Docking connector x 1</p> <p>Optional: FHD webcam x 1</p> <p>Optional: SIM card slot x 1 (Mini-SIM, 2FF)</p> <p>Optional: Windows Hello Face-authentication Camera (front-facing) x 1</p> <p>Optional: RF Antenna Pass-through for GPS, WWAN and WLAN</p> <p>Configurable I/O options ^{vi}:</p> <p>1. Serial port (9-pin; D-sub) + VGA port (15-pin; D-sub) + 2nd LAN (RJ45)</p> <p>2. Serial port (9-pin; D-sub) + VGA port (15-pin; D-sub) + PowerShare USB 3.2 Gen 1 Type-A</p> <p>3. Serial port (9-pin; D-sub) + Display port + 2nd LAN (RJ45)</p> <p>4. Serial port (9-pin; D-sub) + Display port + PowerShare USB 3.2 Gen 1 Type-A</p>
Communication Interface	<p>10/100/1000 base-T Ethernet</p> <p>Intel® Wi-Fi 6 AX201, 802.11ax</p> <p>Bluetooth (v5.2) ^{vii}</p> <p>Optional: Dedicated GPS ^{viii}</p> <p>Optional: 4G LTE mobile broadband with integrated GPS ^{viii,ix}</p>

S410 SEMI RUGGED NOTEBOOK

Security Features

TPM 2.0
Kensington lock
Optional: Intel® vPro™ Technology
Optional: HF RFID reader ^{vi, ix}
Optional: Fingerprint Reader
Optional: Smart card reader
Optional: Windows Hello Face-authentication
Camera(frontfacing) x 1

Power

AC adapter (90W, 100-240VAC, 50/60Hz)
Li-ion battery (10.8V, typical 6900mAh; min. 6600mAh)
Optional: AC adapter (120W, 100-240VAC, 50/60Hz) ⁱⁱ
Optional: Multimedia bay battery (11.1V, typical 4200mAh; min. 3980mAh) ⁱⁱ
Optional: 2nd battery (10.8V, typical 6900mAh; min. 6600mAh)

Dimensions & Weight

350 x 293 x 38.5mm (13.8" x 11.5" x 1.5")
2.38kg (5.25lbs) ^{xi}

Rugged Features

MIL-STD-810H certified
IP53 certified
Splash resistant keyboard
Vibration & 3ft (0.9m) drop resistant ^{xii}
Sealed ports and connectors
Shock-protected removable SSD

Environmental Specifications

Temperature ^{xiii} :
- Operating: -29°C to 63°C / -20°F to 145°F ^{xiv}
- Storage: -51°C to 71°C / -60°F to 160°F
Humidity:
- 95% RH, non-condensing

Pre-installed Software

Getac Utility
Getac Geolocation
Getac Barcode Manager ^{xv}
Optional: Absolute Persistence®

Optional software

Getac Driving Safety Utility
Getac Device Monitoring System (GDMS) ^{xviii}
Getac VGPS Utility ^{xix}

S410 SEMI RUGGED NOTEBOOK

Accessories

Battery (10.8V, typical 6900mAh; min. 6600mAh)
AC adapter (90W, 100-240VAC, 50/60Hz)
Capacitive stylus with tether

Optional:

Carry bag
Battery (10.8V, typical 6900mAh; min. 6600mAh)
Multimedia 2nd SSD ⁱⁱⁱ
Multimedia bay battery (11.1V, typical 4200mAh; min. 3980mAh) ⁱⁱⁱ
Multi-Bay charger (Dual-Bay)
Multi-Bay charger (Eight-Bay)
AC adapter (120W, 100-240VAC, 50/60Hz) ⁱⁱ
DC-DC vehicle adapter (120W, 11-32VDC)
Capacitive stylus with tether
Protection film
Vehicle cradle ^{xx}
Vehicle dock ^{xx}
Office dock
100W Type-C adapter ^{xvi}

Warranty

Nothing says quality like a manufacturer standing behind their product. We've designed the notebook from the inside out to survive drops, shocks, spills, vibration and more. We're confident in our quality and that's why it comes standard with the industry leading 3 years warranty. It's the peace-of-mind protection of knowing you're covered.

Standard

3 years limited warranty

- I. Factory option. Not user swappable.
- II. 120W AC adapter is used for office dock and for device configured with discrete graphics card.
- III. NVIDIA® GeForce® GTX 1650 4GB discrete graphics controller, PCMCIA, Blu-Ray, DVD super multi drive, Express card, Multimedia bay battery, 1D/2D imager barcode reader and 2nd storage are mutually exclusive options.
- IV. NVIDIA® GeForce® GTX 1650 4GB discrete graphics controller is required to configure with Intel® Core™ i5/i7 processor, Dual battery, FHD LCD display with capacitive multi-touch screen, and 120W AC adapter.
- V. Trained user swappable.
- VI. HF RFID reader and express card are mutually exclusive.
- VII. Bluetooth performance and connectable distance may be subject to interference with the environments and performance on client devices, users may be able to reduce effects of interference by minimizing the number of active Bluetooth wireless devices that is operating in the area.
- VIII. Dedicated GPS is mutually exclusive with 4G LTE mobile broadband. Supports GPS and Glonass.
- IX. Units with 4G LTE option comes with an embedded SIM card slot.
 - X. 13.56MHz HF RFID/NFC reader (ISO 15693, 14443 A/B, Mifare and FeliCa™ compliant).
- XI. Weight and dimensions vary from configurations and optional accessories.
- XII. Drop test results vary from configurations and optional accessories.
- XIII. Tested by an independent third-party test lab following MIL-STD-810H.
- XIV. For S410 optional DVD super-multi drive, the operating temperature is -10°C to 60°C / 14°F to 140°F.
- XV. Available when barcode reader option is selected.
- XVI. Do not support the configurations with discrete graphics card.
- XVII. Units equipped with dual channel memory come with Intel® Iris® X® Graphics.
- XVIII. Only compatible with Windows 10.
- XIX. Models require either embedded or standalone GPS module.
- XX. Havis vehicle dock is e-mark certified.

Information provided herewith is for reference only, available specification shall be subjected to quotation by request.

S410 SEMI RUGGED NOTEBOOK

	Vehicle Dock	Office Dock
Serial Port	1	1
External VGA	1	1
Microphone	1	1
Audio Output	1	1
DC in Jack	1	1
USB	4	USB 3.0 x 1 USB 2.0 x 3
LAN	1	1
HDMI 2.0	1	1
RF Antenna Connector	3 (WWAN, WLAN, GPS)	-

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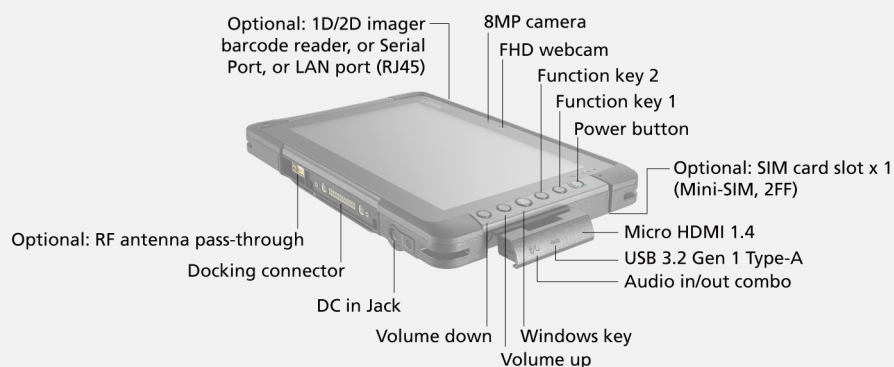
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available specification shall be subjected to quotation by request.



T800 FULLY RUGGED TABLET

- 8.1" HD LumiBond® display for better viewing experience
- Getac proprietary SnapBack add-on featuring smart card and contactless RFID reader combo or 2nd expanded battery
- Choice of 1D/2D imager barcode reader, Serial port and LAN port (RJ45)
- MIL-STD-810H and IP65 certified
- Enhanced enterprise security with TPM2.0, Windows disk encryption



T800 FULLY RUGGED TABLET

SPECIFICATIONS

Operating System	Windows 10 Pro
Mobile Computing Platform	Intel® Atom Processor x7-Z8750 1.6GHz, burst up to 2.56GHz - 2MB Cache
VGA Controller	Intel® HD Graphics
Display	8.1" IPS TFT LCD WXGA (1280 x 800) Protection film 600 nits LumiBond® display with Getac sunlight readable technology
Storage & Memory	4GB LPDDR3 Optional: 8GB LPDDR3 128GB eMMC Optional: 256GB eMMC
Keyboard	Power button 5 tablet programmable buttons
Pointing Device	Touchscreen - Capacitive multi-touch screen - Optional: Dual mode touchscreen (multi-touch and digitizer)
Expansion Slots	Optional: 1D/2D imager barcode reader, Serial port, Ethernet ⁱ Optional: SnapBack add-on: Smart card and HF RFID/NFC reader combo ⁱⁱ Optional: SnapBack add-on: 2 nd expanded battery ⁱⁱ Optional: SnapBack add-on: Smart card and magnetic stripe reader ⁱⁱ
I/O Interface	FHD webcam x 1 8M pixels auto focus rear camera x 1 Audio in/out combo x 1 DC in Jack x 1 USB 3.2 Gen 1 Type-A x 1 Micro HDMI 1.4 x 1 Docking connector x 1 Optional: SIM card slot x 1 (Mini-SIM, 2FF) Optional: RF antenna pass-through for GPS, WWAN and WLAN

T800 FULLY RUGGED TABLET

Communication Interface	Intel® Wi-Fi 6 AX200, 802.11ax Bluetooth (v5.2) ⁱⁱⁱ Optional: Dedicated GPS Optional: 4G LTE mobile broadband ^{iv} Optional: 10/100/1000 base-T Ethernet (Occupies expansion slot)
Security Features	TPM 2.0 Optional: SnapBack add-on: Smart card and HF RFID/NFC combo reader ^v Optional: SnapBack add-on: Smart card and magnetic stripe reader
Power	AC adapter (65W, 100-240VAC, 50/60Hz) Li-ion battery (7.4V, typical 4200mAh; min. 4080mAh) LifeSupport™ battery swappable technology (only with SnapBack 2 nd expanded battery)
Dimension (W x D x H) & Weight	227 x 151 x 24 mm (8.93" x 5.94" x 0.94") 0.88kg (1.94 lbs) ^{vi}
Rugged Features	MIL-STD-810H certified IP65 certified MIL-STD-461G certified Vibration & 6ft (1.8m) drop resistant ^{vii} Optional: ANSI/UL 121201, CSA C22.2 NO. 213 (Class I, Division 2, Groups A, B, C, D) ^{viii}
Environmental Specifications	Temperature ^{ix} : - Operating: -21°C to 50°C / -6°F to 122°F - Storage: -51°C to 71°C / -60°F to 160°F Humidity: - 95% RH , non-condensing
Pre-installed software	Getac Utility Getac Camera Getac Barcode Manager ^x Optional: Absolute Persistence®
Optional software	Getac Driving Safety Utility Getac KeyWedge Barcode Reader Utility Getac Device Monitoring System (GDMS) Getac VGPS Utility ^{xi}

T800 FULLY RUGGED TABLET

Accessories

Battery (7.4V, typical 4200mAh; min. 4080mAh)
AC adapter (65W, 100-240VAC)
Capacitive stylus with tether

Optional:

Carry bag
Battery (7.4V, typical 4200mAh; min. 4080mAh)
2nd expanded battery (14.4V, 2100mAh)
Multi-Bay charger (Dual-Bay)
Multi-Bay expanded battery dock with adapter (Six-Bay)
Multi-Bay charger (Eight-Bay)
AC adapter (65W, 100-240VAC)
Office dock AC adapter (90W, 100-240VAC)
MIL-STD-461 AC adapter (90W, 100-240VAC)
DC-DC vehicle adapter (120W, 11-32VDC)
Digitizer pen
Capacitive stylus with tether
Protection film
Hand strap
Shoulder strap (2-point)
Wrist strap
Vehicle cradle^{xii}
Vehicle dock^{xii}
Office dock

Bumper-to-Bumper warranty

Accidents can take your equipment out of service when you least expect it, especially in a rugged environment, which can cause costly equipment downtime.

That is why Getac has introduced accidental damage as standard under our Bumper-to-Bumper warranty, to help minimize your enterprise IT costs.

Bumper-to-Bumper is your hassle-free guarantee. That means you can depend on us to have your unit back in service within days.

Standard

3 years Bumper-to-Bumper

- I. 1D/2D imager barcode reader, Serial port, and Ethernet, are mutually exclusive options.
- II. All snapBack add-ons are mutually exclusive options.
- III. Bluetooth performance and connectable distance may be subject to interference with the environments and performance on client devices, users may be able to reduce effects of interference by minimizing the number of active Bluetooth wireless devices that is operating in the area.
- IV. Units with 4G LTE option comes with an embedded SIM card slot.
- V. 13.56MHz HF RFID/NFC reader (ISO 15693, 14443 A/B, Mifare and FeliCa™ compliant).
- VI. Weight and dimensions vary from configurations and optional accessories.
- VII. Drop test results vary from configurations and optional accessories.
- VIII. Available with limited configurations and environment conditions.
- IX. Tested by an independent third-party test lab following MIL-STD-810H.
- X. Available with limited configurations.
- XI. Available when barcode reader option is selected.
- XII. Models require either embedded or standalone GPS module.
- XIII. Havis vehicle dock is e-mark certified.

Information provided herewith is for reference only, available specification shall be subjected to quotation by request.

T800 FULLY RUGGED TABLET

	Vehicle Dock	Office Dock
Serial Port	1	-
External VGA	-	1
Microphone	1	1
Audio Output	1	1
DC in Jack	1	1
USB	2	4
LAN	1	1
HDMI 1.4	-	1
RF Antenna Connector	3 (WWAN, WLAN, GPS)	-

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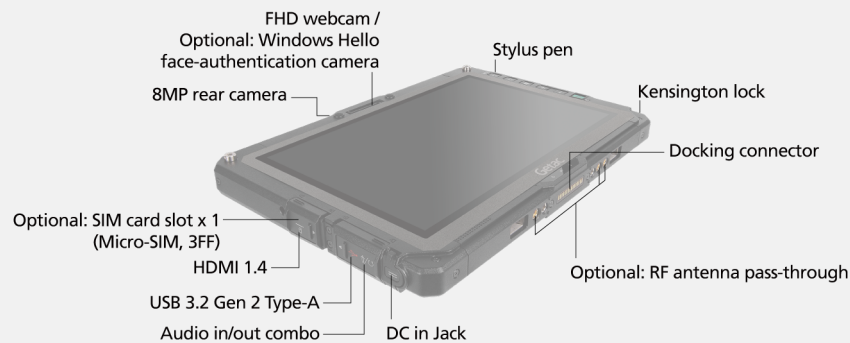
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Information provided herewith is for reference only,
available specification shall be subjected to quotation by request.



UX10 FULLY RUGGED TABLET

- 10th Generation Intel® Core™ i7 / i5 Processor
- 10.1" FHD LumiBond® display with Getac sunlight readable technology (1,000 nits) and capacitive touchscreen
- Enhanced enterprise security with optional Intel vPro, Windows Hello face-authentication camera and multi-factor authentication options
- Detachable keyboard & multi-functional hard handle for on-the-job flexibility
- Multiple configurable options to fit diverse usage scenarios



UX10 FULLY RUGGED TABLET

SPECIFICATIONS

Operating System	Windows 10 Pro Windows 11 Pro
Mobile Computing Platform	Intel® Core™ i5-10210U Processor 1.6GHz Max. 4.2GHz with Intel® Turbo Boost Technology - 6MB Intel® Smart Cache Platform options: Intel® Core™ i5-10310U, vPro Processor 1.7GHz Max. 4.4GHz with Intel® Turbo Boost Technology - 6MB Intel® Smart Cache Intel® Core™ i7-10510U Processor 1.8GHz Max. 4.9GHz with Intel® Turbo Boost Technology - 8MB Intel® Smart Cache Intel® Core™ i7-10610U vPro Processor 1.8GHz Max. 4.9GHz with Intel® Turbo Boost Technology - 8MB Intel® Smart Cache
VGA Controller	Intel® UHD Graphics
Display	10.1" IPS TFT LCD WUXGA (1920 x 1200) Protection film 1,000 nits LumiBond® display with Getac sunlight readable technology Capacitive multi-touch screen
Storage & Memory	8GB DDR4 Optional 16GB/32GB DDR4 256GB PCIe NVMe SSD Optional: 512GB / 1TB PCIe NVMe SSD
Keyboard	Power button 5 tablet programmable buttons
Pointing Device	Touchscreen – Capacitive multi-touch screen – Optional dual mode touchscreen (multi-touch and digitizer)

UX10 FULLY RUGGED TABLET

Expansion Slots	<p>Optional (top side): 1D/2D imager barcode reader, or Serial port, or USB 3.2 Gen 1 Type-A port, or USB 3.2 Gen 1 Type-C port, or LAN port (RJ45), or VGA port i, or HF RFID reader ii</p> <p>Optional (right side): Fingerprint reader, or Serial port + LAN port (RJ-45) iii, or HF RFID reader ii</p> <p>Optional (back side): Smart card reader, or Bridge battery, or Bridge battery + Smart card reader iv</p>
I/O Interface	<p>FHD webcam x 1 v</p> <p>8M pixels auto focus rear camera x 1</p> <p>Audio in/out combo x 1</p> <p>DC in Jack x 1</p> <p>USB 3.2 Gen 2 Type-A x 1</p> <p>HDMI 1.4 x 1</p> <p>Docking connector x 1</p> <p>Optional: SIM card slot x 1 (Micro-SIM, 3FF)</p> <p>Optional: Windows Hello face-authentication camera (front-facing) x 1 v</p> <p>Optional: RF antenna pass-through for GPS, WWAN and WLAN</p>
Communication Interface	<p>Intel® Wi-Fi 6 AX200, 802.11ax</p> <p>Bluetooth (v5.1) vi</p> <p>Optional: Dedicated GPS vii</p> <p>Optional: 4G LTE mobile broadband with integrated GPS vii,viii</p> <p>Optional: 10/100/1000 base-T Ethernet</p>
Security Features	<p>TPM 2.0</p> <p>Kensington lock</p> <p>Optional: Intel® vPro™ Technology</p> <p>Optional: HF RFID reader ii</p> <p>Optional: Fingerprint reader iii</p> <p>Optional: Smart card reader iv</p>
Power	<p>AC adapter (65W, 100-240VAC, 50/60 Hz)</p> <p>Li-ion battery (11.1V, typical 4200mAh; min. 4080mAh) x 1</p> <p>Optional: High capacity Li-ion battery (10.8V, 9240mAh) x 1</p> <p>Optional: Bridge battery iv</p>
Dimension (W x D x H) & Weigh	<p>276.8 x 194.5 x 23.5 mm (10.89" x 7.65" x 0.92")</p> <p>1.22kg (2.68lbs) ix</p>
Rugged Feature	<p>MIL-STD-810H certified</p> <p>IP65 certified</p> <p>MIL-STD-461G certified x</p> <p>Vibration & 6ft (1.8m) drop resistant xi</p> <p>Optional: ANSI/UL 121201, CSA C22.2 NO. 213 (Class I, Division 2, Groups A, B, C, D) xvi</p> <p>Optional: Salt fog certified</p>

UX10 FULLY RUGGED TABLET

Environmental Specification

Temperature ^{xii}:

– Operating: -29°C to 63°C / -20°F to 145°F

– Storage: -51°C to 71°C / -60°F to 160°F

Humidity:

– 95% RH , non-condensing

Pre-installed software

Getac Utility

Getac Camera

Getac Geolocation

Getac Barcode Manager ^{xiii}

Optional: Absolute Persistence®

Optional software

Getac Driving Safety Utility

Getac KeyWedge Barcode Reader Utility

Getac Device Monitoring System (GDMS)

Getac VGPS Utility ^{xiv}

Accessories

Battery (11.1V, typical 4200mAh; min. 4080mAh)

AC adapter (65W, 100-240VAC)

Capacitive stylus with tether

Optional:

Carry bag

Folio case

Battery (11.1V, typical 4200mAh; min. 4080mAh)

High capacity Li-ion battery (10.8V, 9240 mAh)

Multi-Bay charger (Dual-Bay)

Multi-Bay charger (Eight-Bay)

AC adapter (65W, 100-240VAC)

Office dock AC adapter (90W, 100-240VAC)

MIL-STD-461 AC adapter (90W, 100-240VAC)

DC-DC vehicle adapter (120W, 11-32VDC)

Digitizer pen

Capacitive stylus with tether

Protection film

Hand strap

Shoulder strap (2-point)

Shoulder harness (4-point; handsfree)

Detachable keyboard

Vehicle cradle ^{xv}

Keyboard dock

Vehicle dock ^{xv}

Office dock

100W Type-C adapter

Getac rugged keyboard

UX10 FULLY RUGGED TABLET

Bumper-to-Bumper warranty

Accidents can take your equipment out of service when you least expect it, especially in a rugged environment, which can cause costly equipment downtime.

That is why Getac has introduced accidental damage as standard under our Bumper-to-Bumper warranty, to help minimize your enterprise IT costs.

Bumper-to-Bumper is your hassle-free guarantee. That means you can depend on us to have your unit back in service within days.

Standard

3 years Bumper-to-Bumper

- I. 1D/2D imager barcode reader, Serial port, USB 3.2 Gen 1 Type-A port, USB 3.2 Gen 1 Type-C port, LAN port (RJ45) and VGA port are mutually exclusive options.
- II. 13.56MHz contactless HF RFID reader (ISO 15693, 14443 A/B, Mifare and FeliCa™ compliant).
- III. Fingerprint scanner, HF RFID reader and Serial port + LAN port (RJ45) are mutually exclusive options.
- IV. Smart card reader, Bridge battery and Bridge battery + Smart card reader are mutually exclusive options.
- V. FHD webcam and optional Windows Hello face-authentication camera (front-facing) are mutually exclusive options.
- VI. Bluetooth performance and connectable distance may be subject to interference with the environments and performance on client devices, users may be able to reduce effects of interference by minimizing the number of active Bluetooth wireless devices that is operating in the area.
- VII. Supports GPS and Glonass.
- VIII. Units with 4G LTE option come with an embedded SIM card slot.
- IX. Weight and dimensions vary from configurations and optional accessories.
- X. MIL-STD-461 90W AC adapter sold separately.
- XI. Drop test results vary from configurations and optional accessories.
- XII. Tested by an independent third-party test lab following MIL-STD-810H.
- XIII. Available when barcode reader option is selected.
- XIV. Models require either embedded or standalone GPS module.
- XV. Gamber Johnson and Havis vehicle docks are e-mark certified.
- XVI. Available with limited configurations and environment conditions.

Information provided herewith is for reference only, available specification shall be subjected to quotation by request.

	Vehicle Dock	Office Dock
Serial Port	1	1
External VGA	-	1
Microphone	-	1
Audio Output	-	1
DC in Jack	1	1
USB	USB 2.0 x 2 USB 3.2 Gen 1 x 2	USB 2.0 x 2 USB 3.2 Gen 1 x 2
LAN	1	1
HDMI 1.4	-	1
RF Antenna Connector	3 (WWAN, WLAN, GPS)	-
Kensington Lock	1	1

UX10 FULLY RUGGED TABLET

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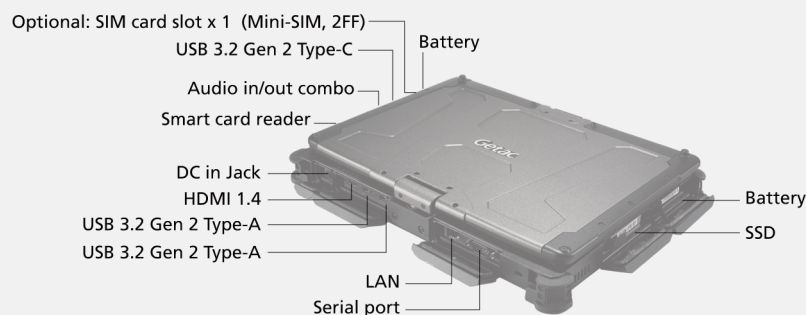
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Information provided herewith is for reference only,
available specification shall be subjected to quotation by request.



V110 FULLY RUGGED NOTEBOOK

- Enhanced enterprise security with optional Intel vPro, Windows disk encryption, TPM 2.0 and many more multi-factor authentication options
- 10th Generation Intel® Core™ i7 / i5 vPro™ Processor
- 11.6" LumiBond® display with Getac sunlight readable technology and capacitive touchscreen
- LifeSupport™ battery swappable technology
- Optional dual mode touchscreen (multi-touch and digitizer)



V110 FULLY RUGGED NOTEBOOK

SPECIFICATIONS

Operating System	Windows 10 Pro Windows 11 Pro
Mobile Computing Platform	Intel® Core™ i5-10210U Processor 1.6GHz Max. 4.2GHz with Intel® Turbo Boost Technology - 6MB Intel® Smart Cache Platform options: Intel® Core™ i5-10310U vPro™ Processor 1.7GHz Max. 4.4GHz with Intel® Turbo Boost Technology - 6MB Intel® Smart Cache Intel® Core™ i7-10510U Processor 1.8GHz Max. 4.9GHz with Intel® Turbo Boost Technology - 8MB Intel® Smart Cache Intel® Core™ i7-10610U vPro™ Processor 1.8GHz Max. 4.9GHz with Intel® Turbo Boost Technology - 8MB Intel® Smart Cache
VGA Controller	Intel® UHD Graphics
Display	11.6" IPS TFT LCD FHD (1920 x 1080) Protection film 800 nits LumiBond® display with Getac sunlight readable technology Capacitive multi-touch screen
Storage & Memory	8GB DDR4 Optional: 16GB / 32GB / 64GB DDR4 256GB PCIe NVMe SSD Optional: 512GB / 1TB SSD PCIe NVMe SSD
Keyboard	LED backlit membrane keyboard Optional: Rubber keyboard Power button 5 tablet programmable buttons
Pointing Device	Touchscreen - Capacitive multi-touch screen - Optional: Dual mode touchscreen (multi-touch and digitizer) Touchpad - Glide touchpad with left-click and right-click buttons

V110 FULLY RUGGED NOTEBOOK

Expansion Slots	Smart card reader x 1 ⁱ Optional: 1D/2D imager barcode reader ⁱ
I/O Interface	FHD webcam x 1 ⁱⁱ Audio in/out combo x 1 DC in Jack x 1 USB 3.2 Gen 2 Type-C x 1 USB 3.2 Gen 2 Type-A x 2 LAN (RJ45) x 1 HDMI 1.4 x 1 Serial port (9-pin; D-sub) x 1 Docking connector x 1 Optional: SIM card slot x 1 (Mini-SIM, 2FF) Optional: Windows Hello face-authentication camera (front-facing) x 1 ⁱⁱ Optional: RF antenna pass-through for GPS, WWAN and WLAN Optional: 8M pixels auto focus rear camera x 1
Communication Interface	10/100/1000 base-T Ethernet Intel® Wi-Fi 6 AX200, 802.11ax Bluetooth (v5.2) ⁱⁱⁱ Optional: Dedicated GPS Optional: 4G LTE mobile broadband ^{iv}
Security Features	TPM 2.0 Kensington lock Optional: Intel® vPro™ Technology Optional: HF RFID reader and Smart card reader ^v Optional: Fingerprint reader
Power	AC adapter (65W, 100-240VAC, 50/60Hz) Li-ion battery (11.1V, typical 2100mAh; min. 2040mAh) x 2 LifeSupport™ battery swappable technology
Dimension (W x D x H) & Weigh	313 x 238 x 39mm (12.32" x 9.37" x 1.53") 2.1kg (4.63lbs) ^{vi}
Rugged Features	MIL-STD-810H certified IP65 certified MIL-STD-461G certified ^{vii} Vibration & 4ft (1.2m) drop resistant ^{viii} Optional: ANSI/UL 121201, CSA C22.2 NO. 213 (Class I, Division 2, Groups A, B, C, D) ^{ix} Optional: Salt fog certified

V110 FULLY RUGGED NOTEBOOK

Environmental Specifications

Temperature ^x:

- Operating: -29°C to 63°C / -20°F to 145°F

- Storage: -51°C to 71°C / -60°F to 160°F

Humidity:

- 95% RH, non-condensing

Pre-installed software

Getac Utility

Getac Camera

Getac Geolocation

Getac Barcode Manager ^{xi}

Optional: Absolute Persistence[®]

Optional software

Getac Driving Safety Utility

Getac Device Monitoring System (GDMS)

Getac VGPS Utility ^{xii}

Accessories

Battery (11.1V, typical 2100mAh; min. 2040mAh)

AC adapter (65W, 100-240VAC)

Capacitive stylus with tether

Optional:

Carry bag

Battery (11.1V, typical 2100mAh; min. 2040mAh)

Multi-Bay charger (Dual-Bay)

Multi-Bay charger (Eight-Bay)

AC adapter (65W, 100-240VAC)

Office dock AC adapter (90W, 100-240VAC)

MIL-STD-461 AC adapter (90W, 100-240VAC)

DC-DC vehicle adapter (120W, 11-32VDC)

Digitizer pen

Capacitive stylus with tether

Protection film

Hard handle

X strap

Shoulder strap (2-point)

Vehicle cradle ^{xiii}

Vehicle dock ^{xiii}

Office dock

Spare SSD kit

100W Type-C adapter

Getac rugged keyboard

V110 FULLY RUGGED NOTEBOOK

Bumper-to-Bumper warranty

Accidents can take your equipment out of service when you least expect it, especially in a rugged environment, which can cause costly equipment downtime.

That is why Getac has introduced accidental damage as standard under our Bumper-to-Bumper warranty, to help minimize your enterprise IT costs.

Bumper-to-Bumper is your hassle-free guarantee. That means you can depend on us to have your unit back in service within days.

Standard

3 years Bumper-to-Bumper

-
- I. Smart card reader, Optional 1D/2D imager barcode reader are mutually exclusive options.
 - II. FHD webcam and optional Windows Hello face-authentication camera (front-facing) are mutually exclusive options.
 - III. Bluetooth performance and connectable distance may be subject to interference with the environments and performance on client devices, users may be able to reduce effects of interference by minimizing the number of active Bluetooth wireless devices that is operating in the area.
 - IV. Units with 4G LTE option come with an embedded SIM card slot.
 - V. 13.56MHz contactless HF RFID/NFC reader (ISO 15693, 14443 A/B, Mifare and FeliCa™ compliant).
 - VI. Weight and dimensions vary from configurations and optional accessories.
 - VII. MIL-STD-461 90W AC adapter sold separately.
 - VIII. Drop test results vary from configurations and optional accessories.
 - IX. Available with limited configurations and environment conditions.
 - X. Tested by an independent third-party test lab following MIL-STD-810H.
 - XI. Available when barcode reader option is selected.
 - XII. Models require either embedded or standalone GPS module.
 - XIII. Gamber Johnson and Havis vehicle docks are e-mark certified.

Information provided herewith is for reference only, available specification shall be subjected to quotation by request.

V110 FULLY RUGGED NOTEBOOK

	Vehicle Dock	Office Dock
Serial Port	2	2
External VGA	1	1
Microphone	1	1
Audio Output	1	1
DC in Jack	1	1
USB	4	4
LAN	1	1
HDMI	1	1
RF Antenna Connector	3 (WWAN, WLAN, GPS)	-

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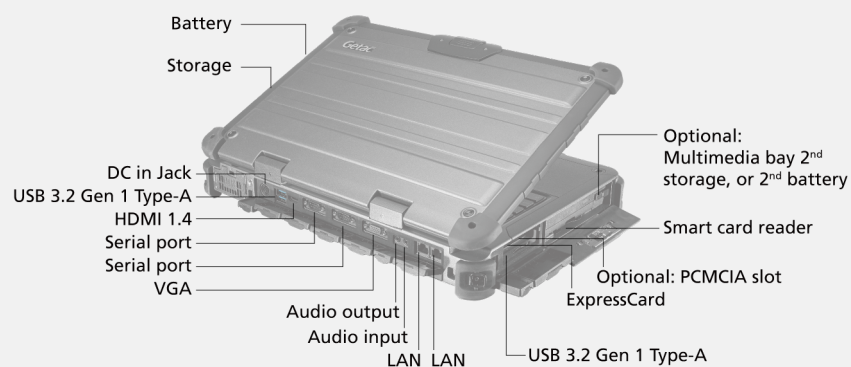
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available specification shall be subjected to quotation by request.



X500 FULLY RUGGED NOTEBOOK

- Intel® Core™ i7-7820EQ Processor
- 15.6" TFT LCD FHD with Getac QuadraClear® sunlight readable display
- Optional NVIDIA® Quadro® P2000 4GB discrete graphics controller
- Multimedia bay & PCI/PCIe 3.0 expansion unit



X500 FULLY RUGGED NOTEBOOK

SPECIFICATIONS

Operating System	Windows 10 Pro
Mobile Computing Platform	Intel® Core™ i5-7440EQ 2.9GHz Max. 3.6GHz - 6MB Intel® Smart Cache Platform options: Intel® Core™ i7-7820EQ 3.0GHz Max. 3.7GHz - 8MB Intel® Smart Cache
VGA Controller	Intel® HD Graphics 630 Optional: NVIDIA® GeForce® GTX1050 4GB discrete graphics controller Optional: NVIDIA® Quadro® P2000 4GB discrete graphics controller
Display	15.6" TFT LCD FHD (1920 x 1080) Protection film 1,000 nits QuadraClear® sunlight readable display Optional: Resistive touch screen
Storage & Memory	8GB DDR4 Optional: 16GB / 32GB / 64GB DDR4 ⁱ 500GB SATA HDD / 512GB SATA SSD Optional: 1TB SATA HDD / 1TB / SSD
Keyboard	LED backlit membrane keyboard with integrated numeric keypad Optional: LED backlit rubber keyboard
Pointing Device	Touchscreen - Optional: Pressure sensitive touchscreen Touchpad - Touchpad with two buttons
Expansion Slots	Smart card reader x 1 ExpressCard/54 x 1 Optional: PCMCIA Type II x 1

X500 FULLY RUGGED NOTEBOOK

Multimedia Bay	DVD super multi drive Optional 2 nd storage: 500GB HDD / 1TB HDD / 512GB SSD / 1TB SSD Optional 2 nd battery: 10.8V, 9240mAh, 99.8Wh
I/O Interface	Audio input (Mini-jack) x 1 Audio output (Mini-jack) x 1 DC in Jack x 1 USB 3.2 Gen 1 Type-A x 4 LAN (RJ45) x 2 HDMI 1.4 x 1 Docking connector x 1 External VGA (15-pin; D-sub) x 1 Serial port (9-pin; D-sub) x 2 Optional: FHD webcam x 1 Optional: RF antenna pass-through for GPS ⁱⁱ , and WLAN
Communication Interface	10/100/1000 base-T Ethernet Intel® Dual Band Wireless-AC 8265, 802.11ac Bluetooth (v4.2) ⁱⁱⁱ Optional: Dedicated GPS
Security Features	TPM 2.0 Kensington lock Intel® vPro™ Technology Smart card reader
Power	AC adapter (150W, 100-240VAC, 50/60Hz) Li-ion battery (10.8V, 9240mAh, 99.8Wh) Optional: Multimedia bay 2 nd Li-ion battery (10.8V, 9240mAh, 99.8Wh)
Dimension (W x D x H) & Weight	410 x 320 x 65mm (16.1" x 12.6" x 2.5") 5.2 kg (11.4 lbs) ^{iv}
Rugged Features	MIL-STD-810H certified IP65 certified MIL-STD-461G certified ^v Vibration & drop resistant Full magnesium alloy case Shock-protected removable HDD Optional: ANSI/UL 121201, CSA C22.2 NO. 213 (Class I, Division 2, Groups A, B, C, D) ^{vi}

X500 FULLY RUGGED NOTEBOOK

Environmental Specifications

Temperature ^{vii}:

- Operating: -20°C to 55°C / -4°F to 131°F

- Storage: -40°C to 71°C / -40°F to 160°F

Humidity:

- 95% RH, non-condensing

Pre-installed Software

Getac Utility

Getac Geolocation

Optional: Absolute Persistence®

Optional software

Getac Device Monitoring System (GDMS)

Accessories

Battery (10.8V, 9240mAh, 99.8Wh)

AC adapter (150W, 100-240VAC)

Optional:

Backpack

Battery (10.8V, 9240mAh, 99.8Wh)

Multimedia bay 2nd Storage

Multimedia bay 2nd battery (10.8V, 9240mAh, 99.8Wh)

Multi-Bay charger (Dual-Bay)

Multimedia bay DVD super multi drive

AC adapter (150W, 100-240VAC)

Office dock AC adapter (150W, 100-240VAC)

MIL-STD-461 AC adapter (150W, 100-240VAC)

Stylus with tether

Protection film

PCI or PCI-Express 3.0 expansion unit (x2 slots) ^{viii}

Vehicle dock ^{viii}

Office dock ^{viii}

Spare SSD kit

Bumper-to-Bumper Warranty

Accidents can take your equipment out of service when you least expect it, especially in a rugged environment, which can cause costly equipment downtime.

That is why Getac has introduced accidental damage as standard under our Bumper-to-Bumper warranty, to help minimize your enterprise IT costs.

Bumper-to-Bumper is your hassle-free guarantee. That means you can depend on us to have your unit back in service within days.

Standard

5 years Bumper-to-Bumper

I. Share memory size may vary by different operating system and RAM size.

II. Optional RF antenna pass-through for GPS, PCI or PCI-Express expansion unit are mutually exclusive options.

III. Bluetooth performance and connectable distance may be subject to interference with the environments and performance on client devices, users may be able to reduce effects of interference by minimizing the number of active Bluetooth wireless devices that is operating in the area.

IV. Weight and dimensions vary from configurations and optional accessories. Depth including hard handle.

V. MIL-STD-461 150W AC adapter sold separately.

X500 FULLY RUGGED NOTEBOOK

- VI. PCI or PCI-Express 3.0 expansion unit is not available with ANSI/UL 121201, CSA C22.2 NO. 213 configurations.
- VII. Tested by an independent third-party test lab following MIL-STD-810H.
- VIII. PCI or PCI-Express 3.0 expansion unit is not compatible with vehicle dock and office dock.

Information provided herewith is for reference only, available specification shall be subjected to quotation by request.

	Vehicle Dock	Office Dock
Serial Port	2	1
External VGA	1	1
Microphone	1	1
Audio Output	1	1
DC in Jack	1	1
USB	USB 2.0 x 4	USB 3.0 x 2 USB 2.0 x 2
LAN	1	1
RF Antenna Connector	3 (optional)	-

Getac USA

15495 Sand Canyon Ave. Suite 350
Irvine, CA 92618
Tel : 949-681-2900

GetacSales_US@getac.com | www.getac.com/us/

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Information provided herewith is for reference only,
available specification shall be subjected to quotation by request.



Getac Three (3) Year Bumper-to-Bumper Warranty

Getac's warranty obligations for this hardware product are **limited** to the terms set forth below:

Getac, Inc. warrants this Getac-branded rugged computer against defects in materials and workmanship under normal use and damage that occurs due to accidental acts and exposure to environmental conditions for a period of THREE (3) YEARS from the date of purchase by the original end-user purchaser ("Warranty Period"). This warranty only applies to products sold by Getac or its Authorized Distributors or Dealers and only where the products are used and serviced within North America or its Authorized Service Providers' territories. Warranty coverage only applies to service carried out by a Getac Authorized Service Provider.

If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, Getac will either repair the defect at no charge, using new or refurbished replacement parts, or exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product. A replacement product or part, including a user installable part that has been installed in accordance with instructions provided by Getac, assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement product becomes your property and the replaced item becomes Getac's property. Parts provided by Getac in fulfillment of its warranty obligation must be used in products for which warranty service is claimed.

Exclusions and Limitations

This Limited Warranty applies only to Getac-branded hardware products manufactured by or for Getac that can be identified by the "Getac" trademark, trade name, or logo affixed to them. The Limited Warranty does not apply to any non-Getac hardware products, co-branded hardware products (whether or not displaying a "powered by Getac" trademark, trade name, or logo affixed to them) or any software, even if packaged or sold with Getac hardware. Manufacturers, suppliers, or publishers, other than Getac, may provide their own warranties to the end user purchaser, but Getac, in so far as permitted by law, provides their products "as is".

Software distributed by Getac with or without the Getac brand name (including, but not limited to system software) is not covered under this Limited Warranty. Refer to the licensing agreement accompanying the software for details of your rights with respect to its use. Getac does not warrant that the operation of the product will be uninterrupted or error-free. Getac is not responsible for damage arising from failure to follow instructions relating to the product's use.

Batteries supplied with the product are covered under the warranty for one (1) year from date of purchase. A battery furnished under the warranty is covered for the remaining period of the one year warranty on the original battery or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you.

The LCD, touchscreen, hard drive/SSD, motherboard, and keyboard are limited to one repair/replacement per part component per 12 month period for damage that occurs due to accidental acts and exposure to environmental conditions.

This warranty does not apply to:

- (a) loss or theft;
- (b) fire;
- (c) submersion;
- (d) acts of god;
- (e) acts of war;
- (f) virus-inflicted damage;
- (g) improper use, intentional misuse or abuse;
- (h) improper maintenance or modification by anyone other than Getac or a Getac Authorized Service Provider;
- (i) a product or part that has been modified to alter functionality or capability without the written permission of Getac;
- (j) a product on which any Getac serial number has been removed or defaced;
- (k) data recovery from hard drive failure;
- (l) All consumable items; such as screen protection

- films, logo badges, labels, cleaning cloths, carry cases, manuals, cables, straps, belts, holsters, tethers, stylus, digitizer pens, and harnesses and any other options and accessories not listed above or covered under a separate warranty.
- (m) to cosmetic damage that does not affect the functionality of the system, including but not limited to scratches, dents and numerals, letters, icons and symbols silkscreened onto unit keycaps and numerals, letters, icons and symbols silkscreened onto unit cabinet; or
- (n) negligence
- (o) operation of product outside the published environmental or electrical parameters
- (p) use of supplies or parts not meeting Getac's specifications

THIS PRODUCT IS NOT INTENDED FOR USE AS OR PART OF NUCLEAR EQUIPMENT/SYSTEMS, AIRTRAFFIC CONTROL EQUIPMENT/SYSTEMS, OR AIRCRAFT COCKPIT EQUIPMENT/SYSTEMS, OR ANYOTHER SYSTEMS THAT REQUIRE FAIL-SAFE PERFORMANCE. GETAC WILL NOT BE RESPONSIBLE FOR ANY LIABILITY RESULTING FROM THE USE OF THIS PRODUCT ARISING OUT OF THE FOREGOING USES. AIRCRAFT COCKPIT EQUIPMENT/SYSTEMS include class 2 Electronic Flight Bag (EFB) Systems and Class 1 EFB Systems when used during critical phases of flight (e.g., during take-off and landing) and/or mounted onto the aircraft. Class 1 EFB Systems and 2 EFB Systems are defined by FAA: AC (Advisory Circular) 120-76A or JAA: JAATGL (Temporary Guidance Leaflets) No. 36.

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, STATUTORY, EXPRESS OR IMPLIED. AS PERMITTED BY APPLICABLE LAW, GETAC SPECIFICALLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS. IF GETAC CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS WARRANTY AND TO REPAIR OR REPLACEMENT SERVICE AS DETERMINED BY GETAC IN ITS SOLE DISCRETION. No Getac reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, GETAC IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED OR USED WITH GETAC PRODUCTS AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT. THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS. GETAC DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS WARRANTY OR MAKE A PRODUCT EXCHANGE WITHOUT RISK TO OR LOSS OF THE PROGRAMS OR DATA.

Obtaining Warranty Service

Please access and review the online help resources at www.getac.com before requesting warranty service. If the product is still not functioning properly after making use of these resources, please contact a Getac representative at (949) 681-2950. A Getac representative will help determine whether your product requires service and, if it does, will inform you how Getac will provide it. Getac will provide warranty service on products that are tendered or presented for service during the warranty period, as permitted by law. In accordance with applicable law, Getac may require that you furnish proof of purchase and/or comply with registration requirements before receiving warranty service. You may be responsible for shipping and handling charges to obtain service under this warranty. In any instance in which Getac issues a Return Material Authorization Number (RMA #), Getac must receive the product(s) for repair prior to the expiration of the warranty period in order for the repair(s) to be covered by the limited warranty service. If your product is capable of storing data or software programs, you should make periodic backup copies of the data and programs contained on the product's hard drive or other storage media to protect your data and as a precaution against possible operational failures. Before you deliver your product for

warranty service, it is your responsibility to keep a separate backup copy of the system software, application software and data, and disable any security passwords. You will be responsible for reinstalling all such software, data and passwords. Getac and its authorized service providers are not liable for any damage to or loss of any programs, data or other information stored on any media, or other non-Getac product or part not covered by this warranty. Recovery and reinstallation of system and application software and user data are not covered under this limited warranty.

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Getac Five (5) Year Bumper-to-Bumper Warranty

Getac's warranty obligations for this hardware product are **limited** to the terms set forth below:

Getac, Inc. warrants this Getac-branded rugged computer against defects in materials and workmanship under normal use and damage that occurs due to accidental acts and exposure to environmental conditions for a period of FIVE (5) YEARS from the date of purchase by the original end-user purchaser ("Warranty Period"). This warranty only applies to products sold by Getac or its Authorized Distributors or Dealers and only where the products are used and serviced within North America or its Authorized Service Providers' territories. Warranty coverage only applies to service carried out by a Getac Authorized Service Provider.

If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, Getac will either repair the defect at no charge, using new or refurbished replacement parts, or exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product. A replacement product or part, including a user installable part that has been installed in accordance with instructions provided by Getac, assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement product becomes your property and the replaced item becomes Getac's property. Parts provided by Getac in fulfillment of its warranty obligation must be used in products for which warranty service is claimed.

Exclusions and Limitations

This Limited Warranty applies only to Getac-branded hardware products manufactured by or for Getac that can be identified by the "Getac" trademark, trade name, or logo affixed to them. The Limited Warranty does not apply to any non-Getac hardware products, co-branded hardware products (whether or not displaying a "powered by Getac" trademark, trade name, or logo affixed to them) or any software, even if packaged or sold with Getac hardware. Manufacturers, suppliers, or publishers, other than Getac, may provide their own warranties to the end user purchaser, but Getac, in so far as permitted by law, provides their products "as is".

Software distributed by Getac with or without the Getac brand name (including, but not limited to system software) is not covered under this Limited Warranty. Refer to the licensing agreement accompanying the software for details of your rights with respect to its use. Getac does not warrant that the operation of the product will be uninterrupted or error-free. Getac is not responsible for damage arising from failure to follow instructions relating to the product's use.

Batteries supplied with the product are covered under the warranty for one (1) year from date of purchase. A battery furnished under the warranty is covered for the remaining period of the one year warranty on the original battery or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you.

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This warranty does not apply to:

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- (b) fire;
- (c) submersion;
- (d) acts of god;
- (e) acts of war;
- (f) virus-inflicted damage;
- (g) improper use, intentional misuse or abuse;
- (h) improper maintenance or modification by anyone other than Getac or a Getac Authorized Service Provider;
- (i) a product or part that has been modified to alter functionality or capability without the written permission of Getac;
- (j) a product on which any Getac serial number has been removed or defaced;
- (k) data recovery from hard drive failure;

- (l) All consumable items; such as screen protection films, logo badges, labels, cleaning cloths, carry cases, manuals, cables, straps, belts, holsters, tethers, stylus, digitizer pens, and harnesses and any other options and accessories not listed above or covered under a separate warranty.
- (m) to cosmetic damage that does not affect the functionality of the system, including but not limited to scratches, dents and numerals, letters, icons and symbols silkscreened onto unit keycaps and numerals, letters, icons and symbols silkscreened onto unit cabinet; or
- (n) negligence
- (o) operation of product outside the published environmental or electrical parameters
- (p) use of supplies or parts not meeting Getac's specifications

THIS PRODUCT IS NOT INTENDED FOR USE AS OR PART OF NUCLEAR EQUIPMENT/SYSTEMS, AIRTRAFFIC CONTROL EQUIPMENT/SYSTEMS, OR AIRCRAFT COCKPIT EQUIPMENT/SYSTEMS, OR ANY OTHER SYSTEMS THAT REQUIRE FAIL-SAFE PERFORMANCE. GETAC WILL NOT BE RESPONSIBLE FOR ANY LIABILITY RESULTING FROM THE USE OF THIS PRODUCT ARISING OUT OF THE FOREGOING USES. AIRCRAFT COCKPIT EQUIPMENT/SYSTEMS include class 2 Electronic Flight Bag (EFB) Systems and Class 1 EFB Systems when used during critical phases of flight (e.g., during take-off and landing) and/or mounted onto the aircraft. Class 1 EFB Systems and 2 EFB Systems are defined by FAA: AC (Advisory Circular) 120-76A or JAA: JAATGL (Temporary Guidance Leaflets) No. 36.

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EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE EXTENT PERMITTED BY LAW, GETAC IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY, ANY COSTS OF RECOVERING, PROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED OR USED WITH GETAC PRODUCTS AND ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT. THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS. GETAC DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS WARRANTY OR MAKE A PRODUCT EXCHANGE WITHOUT RISK TO OR LOSS OF THE PROGRAMS OR DATA.

Obtaining Warranty Service

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your data and as a precaution against possible operational failures. Before you deliver your product for warranty service, it is your responsibility to keep a separate backup copy of the system software, application software and data, and disable any security passwords. You will be responsible for reinstalling all such software, data and passwords. Getac and its authorized service providers are not liable for any damage to or loss of any programs, data or other information stored on any media, or other non-Getac product or part not covered by this warranty. Recovery and reinstallation of system and application software and user data are not covered under this limited warranty.

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