

Limited Product Warranty

*For Personal Computer (DeskTop & Notebook) / Monitor /
Projector /Aspire EasyStore Home Server*

The Acer logo is displayed in white lowercase letters on a black background. The background is a large black trapezoidal shape that tapers from left to right, positioned in the bottom right corner of the page.

acer

ALL ACER CUSTOMERS ARE ADVISED TO READ THE NOTICE BELOW

As the Limited Product Warranty provided herein by Acer is applicable solely to Acer Product designated for sale by Acer in the local market of the country of purchase by the Customer, the Customer is advised to check and confirm this with the respective Acer Call Centers.

Notice is hereby given by Acer to the Customer that Acer will assume no responsibility or liability whatsoever to the Customer for the Acer Product not covered by this Limited Product Warranty on account of the Customer purchasing the same in a country not designated for sale of that Acer Product by Acer.

Service of the Acer Product in a country other than the country where the same is designated for sale by Acer is not covered by this Limited Product Warranty and Customers are advised to refer to the International Travellers Warranty, if applicable, for such service.

Limited Product Warranty

For Personal Computer (DeskTop & Notebook) /
Monitor / Projector /Aspire EasyStore Home Server

A. Limited Product Warranty (applies to all Acer Product designated for sale by Acer in the local market of the country of purchase by the Customer)

This Limited Product Warranty confers upon the original purchaser of the Acer Product and, save and except in India, the current lawful successor in interest of the Acer Limited Product Warranty if such Acer Product has been sold or transferred to new users ("Customers") specific rights and remedies. The law of the country in which you reside may give you different and more expansive rights and remedies, and the provisions of this Limited Product Warranty shall not operate to impair abridge any rights or remedies you may have under such local laws subject to the Limitations and Exclusions described herein. As used in this document, "Acer" refers to the Company in the country where the Acer Product was first sold to an end-user Customers by Acer or its Authorised Resellers. Please refer to the back page of this Warranty Booklet for the detail of the Acer company responsible for the warranty coverage of the Acer Product which you have purchased. Customers are hereby informed and advised that the trade/product name of "eMachines" is also a proprietary trade/product name of Acer and any Acer Product bearing such trade/product name which has been purchased by the original purchaser is therefore fully covered by this Limited Product Warranty. For the purposes of this Limited Product Warranty, all Acer computer hardware product and all other computer hardware product bearing the trade/product name of "eMachines" shall be referred collectively in this Limited Product Warranty as the "Acer Product".

1) Acer Product Warranty

Acer warrants that any Acer Product designated for sale in the local market and purchased by Customers from Acer or its Authorised Resellers in any country in the Asia Pacific Area is free from defects in materials or workmanship under normal usage for the duration of the warranty period as stated in this Limited Warranty Booklet supplied with your Acer Product ("Warranty Booklet"). The warranty period commences on the date of purchase. Your original purchase invoice (sales receipt), showing the date of purchase of the Acer Product, is your proof of the date of purchase and is subject to verification at the discretion of Acer. This Limited Warranty extends beyond the original purchaser to any lawful successor in interest, provided, however, that anyone claiming under this warranty must, upon request, also produce the original purchase invoice to be entitled to warranty services. Acer will, at its option, repair or replace any defective Acer Product or parts thereof covered by this Limited Product Warranty with new or factory-refurbished parts or products that are deemed by Acer's service personnel to be equal in performance when compared to new or similarly configured products. All exchanged parts and products replaced under this Limited Product Warranty will become the property of Acer.

2) Parts & Components Limited Warranty

- 2.1 For genuine Acer parts and components listed as "Options or Accessories" designated for sale in the country of purchase and which are purchased from Acer or its Authorised Resellers, Acer shall extend a warranty equal to the warranty in effect with respect to the Acer Product in which the parts and components are installed.
- 2.2 The warranty period for items replaced during the course of warranty is strictly limited to the original warranty period when the Acer Product was first purchased notwithstanding the replacement of the items may have taken place after the commencement of the warranty period.
- 2.3 All components / module listed below or any part of a complete unit will comply with the warranty period as defined in accordance to the Acer Product purchased (1 year), unless explicitly stated otherwise and in the event of any dispute arising, Acer's decision in respect thereof shall be final and conclusive. For all other components / module are not covered by this Limited Product Warranty coverage, the Customers may however request Acer to undertake the repair / servicing / replacement at the costs of the Customer and subject always to the availability of such components / modules:
 - i) Central Processing Unit (CPU) Chip,
 - ii) Main Logic Board and / or CPU Logic Board,
 - iii) Base Memory (RAM), shipped with machine (does not include RAM upgraded after purchase),
 - iv) Base Video RAM, shipped with machine (does not include RAM upgraded after purchase),
 - v) Floppy Disk Drive,
 - vi) Hard Disk Drive,
 - vii) Power Supply Unit or AC adapters,
 - viii) Add-on cards (bundled with the machine), including Acer Network Interface Card (NIC) and PC card bundled with notebook,
 - ix) Optical Drives,
 - x) Tape Drive,
 - xi) Notebook Display (LCD) screens,
 - xii) Notebook Battery,
 - xiii) Multimedia speakers and microphones,
 - xiv) Mouse and / or other pointing devices,
 - xv) Keyboard,
 - xvi) All in one card reader.

3) Media & Software Limited Warranty (Where applicable)

Regarding software accompanying the Acer Product, Acer warrants the media containing the software (including but not limited to diskettes, CD-ROMs) delivered to the Customers is free from defects in materials and workmanship for a period of 60 days after the date of purchase by the end user Customers. In the event that Customers receive defective media, Acer will replace the defective media at no charge to Customers. Except for the media warranty provided by this

clause, any such software is provided on an "as is" basis and Acer does not warrant that the operation of this software will be uninterrupted or error-free or that this software will meet the Customers' requirements. Although every care and effort has been made by Acer to ensure that the media and software contained therein accompanying the Acer Product has been extensively tested by Acer to perform according to its designed / intended function, save and except for the limited warranty provided herein, Acer will not be responsible for any loss or damage howsoever caused on account of the Customers' use of the media or the software contained therein.

B. Warranty Limitations and Exclusions

The limited warranties with respect to Acer Product including parts & components thereof, media & software supplied and bundled with the Acer Product at the time of the purchase by the original purchaser are subject to the following exclusions and limitations:

1) Exclusions

This Limited Product Warranty does not extend to:

- 1.1 Any Acer Product not manufactured by or for Acer, or designated for sale in the country where the same is purchased by the Customer.
- 1.2 Any Acer Product (including any part thereof) that has been damaged or rendered defective.
 - (a) as a result of use of the Acer Product other than for its normal intended use, failure to use the Acer Product in accordance with the User's Guide that accompanies the Acer Product, or other misuse, abuse, or negligence to the Acer Product;
 - (b) by any unauthorized modification of the Acer Product;
 - (c) as a result of service by anyone other than by the Authorised Service Providers (the Customer is to refer to respective Call Centers at the back of this Warranty Booklet for more details);
 - (d) by improper transportation or packing when returning the Acer Product to the Authorised Service Providers;
 - (e) by improper installation of third-party products (e.g. memory cards); or
 - (f) by operating the Acer Product within an improper operating environment (including but not limited to that which is defined in the User Manual and/or specifications and the Acer Product being used with incompatible software and/or software installed by the Customer which conflict or is incompatible with any other software installed in the Acer Product and/or where the Acer Product is affected by any kind of computer viruses or malware or malicious programs).
- 1.3 Any other operating systems which is not pre-installed or supplied together with the Acer Product at the time of purchase by the Customer.
- 1.4 Loss of any or damage to the programs, data or removable storage media in or accompanying the Acer Product. The Customer is fully responsible and is therefore strongly advised to save and make back up

copies of any programs, data or removable storage media before submitting the Acer Product for service and/or repair under this Limited Product Warranty. The Authorised Service Providers may, at the request of the Customer, make back up copies of the programs, data or removable storage media in or accompanying the Acer Product but such decision by the Authorised Service Providers will not relieve the Customer from their own responsibility to save and make back up copies of the same and Acer and its Authorised Service Providers shall not be held liable whatsoever on account of its decision to comply with the Customer's request. Please note that Acer may opt to replace the Acer Product submitted for warranty services with a remanufactured product or parts of equal quality and thus, any data stored by Customer on the original Acer Product may become permanently inaccessible to Customer.

- 1.5 minor defects of LCD displays occurring in any Acer Product equipped with LCD display technology, provided that there shall not be more than four (4) defective pixels per million pixels on a given LCD display, and provided further that, if the display panel is divided into nine (9) equal rectangular areas, there shall be only one defective pixel in the central area of the display.
- 1.6 LCD panels, LCD bezel, LCD cover, the chassis (which includes the upper case and lower case), cables, connectors, key tops physically damaged due to excessive force being applied to it including but not limited to drops and/or spills accidental or otherwise and also due to extreme temperatures; and such other damages caused as a result of neglect or improper care and handling including scratches, imprint/water marks, cracks and dents.
- 1.7 Any Acer Product with the serial number removed or tampered with.
- 1.8 Non-manufacturing defects caused by improper use or abuse of the Acer Product.
- 1.9 Any damage which is caused by natural disaster or Acts of God.

2) Disclaimer of Warranty and Limitations

Except for the limited warranties set forth herein, Acer disclaims all other warranties, expressed or implied or statutory, including but not limited to implied warranties of merchantability or fitness for a particular purpose. Any implied warranties that may be imposed by applicable law are limited to the terms of this Limited Product Warranty. In no event shall Acer or its Authorised Service Providers be liable for any incidental, special or consequential damages, including but not limited to loss of business, profits, data or use, whether in an action in contract or tort or based on a warranty, arising out of or in connection with the use or performance of the Acer Product or any Acer-supplied software that accompanies the Acer Product, even if Acer has been advised of the possibility of such damages. The Customer agrees that repair, and (upon availability) replacement, as applicable, under the warranty services described herein is the Customers' sole and exclusive remedy with respect to any breach of this Limited Product Warranty.

C. Obtaining Warranty Service

Before applying for warranty service, Customers should refer to the Acer Call Centers at the back of the Warranty Booklet and/ or the website in your local country for the phone numbers and other contact information of the Authorised Service Providers in your country.

Subject to the provisions, exclusions and limitations set forth above, Customers are entitled to (i) Carry-in or (ii) Mail-in (available in certain countries only) or (iii) Pickup and Return (available in certain countries only) warranty service with respect to Acer Product purchased as determined in this Warranty Booklet accompanying the Acer Product. In case of Mail-in warranty service, the Customer shall take all proper and reasonable precaution to pack and prepare the Acer Product for safe transportation as Acer and its Authorised Service Providers will not cover any damage to the Acer Product howsoever caused in transit.

The warranty service provided by the Authorised Service Providers hereunder this Limited Product Warranty is subject to the following terms and conditions:

1. Repair service is available for the Acer Product purchased from Acer or its Authorised Resellers where the Acer Product has been designated for sale in the country of purchase by the Customer.
2. Claims under this Limited Product Warranty will be honored only if made within the warranty period specified on the Warranty Booklet.
3. Carry-in service is performed at the Authorised Service Providers. If you choose this service option, the Acer Product will be held for pick-up by you at the Authorised Service Providers after the repair service is completed. The Customer is advised that if they fail to pick-up their Acer Product within the period which is stated in the Authorised Service Providers written notice to the Customer, the Authorised Service Providers will be entitled to treat the same as being abandoned and the Authorised Service Providers may deal with the same in any manner it deems fit (including but not limited to the disposal of the same).
4. Customers must provide the Authorised Service Provider with proof of place and date of purchase i.e. a copy of the sales receipt must be included with the Acer Product shipped for repair.
5. If your Acer Product is eligible for On-site warranty service, the On-site warranty coverage is limited to within 50km radius of a nearest Authorised Service Provider accessible by road and the service vehicle(s) of our Authorised Service Provider. Acer hereby reserves its full rights and at its absolute discretion to effect the On-site warranty service by sending the replacement unit at Acer's own costs directly to the Customer seeking an On-site warranty service.

D. Charges

If the Customers submits an Acer Product for warranty service under this Limited Product Warranty and thereafter Acer reasonably determines that the Acer Product is not defective, the Authorised Service Provider will charge a flat fee for any Mail-

English

in, Carry-In and Pickup and Return warranty service provided. The Authorised Service Provider, in the country the Acer Product is being serviced, will determine the rate and currency of such charges.

Acer Limited Product Warranty

06/05/2011

ACER PRODUCT	WARRANTY PERIOD AND TYPE				Extended Warranty (3-YEAR WARRANTY)	
	Part (Carry-in)	Labor (Carry-in)	On-site	ITW	SuperCare	Super On-Site****
ACER DESKTOP						
Consumer model :						
Aspire Series / Aspire EasyStore / Revo series	1 Year	1 Year	-	-	✓	✓
2.5" External HDD	3 Years	3 Years	-	-	-	-
Consumer model. eMachines Series	1 Year	1 Year	-	-	✓	✓
Commercial Model :						
Acer Veriton 600 & 6000 Series	3 Years*	3 Years	1 Year	-	-	✓****
Acer Veriton 200 & 400 Series	1 Year	1 Year	1 Year	-	✓	✓
Acer Veriton 2000 & 4000 Series	1 Year	1 Year	1 Year	-	✓	✓
Acer Server	3 Years	3 Years	3 Years	-	-	-
NOTEBOOK						
Acer Notebook Travelmate Series	3 Years	3 Years	-	1 Year	✓	✓
Acer Notebook Aspire Series (non-eMachines Series)	1 Year	1 Year	-	1 Year	✓	✓
AS4743Z-622G50, AS5750G-2414G50, AS4750G-2414G50, AS4741G, AS4743ZG-622G32, AS4743-382G50,	3 Years	3 Years	-	1 Year	✓	✓
Acer NetBook	1 Year	1 Year	-	1 Year	-	-
Acer Tablets	1 Year	1 Year	-	1 Year	-	-
Acer Notebook (eMachines Series)	1 Year	1 Year	-	-	-	-
Acer NetBook (eMachines Series)	1 Year	1 Year	-	-	-	-
Gateway Notebook	1 Year	1 Year	-	1 Year RTW	-	-
Projector	2 Years	2 Years	-	-	✓	✓
Projector lamp/globe	1000 hours or 12 months, whichever comes first.				-	-
LCD Monitor / CRT monitor (non eMachines Series)						
Purchased as a stand-alone	3 Years**	3 Years**	-	-	-	-
Bundled with Acer Desktop / Acer NB as documented in the same invoice or sales receipt.	3 Years** and will have the same warranty term of the PC (i.e. either with Carry in or Onsite support)			-	-	-
LCD Monitor / CRT monitor (eMachines Series), purchase as stand-alone or bundled.	1 Year	1 Year	-	-	-	-
Acer Smartphone	1 Year***	1 Year***	-	-	-	-
* 1st year On-site service, 2nd and 3rd year only carry in service is provided.						
** 3 Years Full Warranty including LCD Screen. The 3 years Full Warranty is applicable for Standalone as well as Bundling.						
*** Accessories i.e Battery, AC Adapter, SD Card, Headset, Earphone, Stylus, USB Cables & etc only carry 6 months warranty.						
**** Acer Veriton Business Desktops are covered by 3-year local limited warranty, owners of Acer Veriton are eligible to purchase Super On-site at RM98.00 without having to buy Acer SuperCare Extended Warranty.						
***** Customer must purchase SuperCare to be eligible for Super On-Site at RM98.00 only.						

Accessories including Keyboard, Mouse, Battery, AC Adapter, Power Cord, Cables, 3D Glasses, Remote Control & etc will carry only 1 year warranty even if the main Acer Product is offered with more than 1 year warranty. This rule is not applicable to Acer Smartphone.

Software Media (material only) 60 Days

EXTENDED WARRANTY

Applicable only for selected Acer Product

Customers who require or prefer to enjoy the benefit of longer term of cost savings on maintenance and care of their Acer Product (where applicable) may apply to uplift the standard 1 year warranty coverage to the 3 years warranty coverage at a nominal uplift fee. Customers who have successfully applied for and obtained the 3 years extended warranty coverage will, subject to the limitations set out this Limited Product Warranty, enjoy unlimited number of repair requests for service and/or repairs provided for their Acer Product for any hardware failure due to manufacturing defects in any materials or parts during the extended warranty coverage.

Save and except for Acer Products originally purchased by the Customer from Acer or its Authorised Resellers in India, the 3 years extended warranty coverage is transferable to the new owner if the Customer should decide to sell the Acer Product before the expiry of the extended warranty coverage. To effect such transfer, the Customer is required to contact and notify Acer (through the Acer Call Centers listed at the back of this booklet) the particulars of the new owner for Acer to update its records.

Customers are requested to contact the Acer Call Centers listed at the back of this booklet to determine whether the particular Acer Product is eligible for the 3 years extended warranty coverage and for further information on the extended warranty coverage.

HOW TO REGISTER YOUR WARRANTY

Customers are encouraged to promptly register with the local Acer office after making the original purchase from Acer or its Authorised Resellers to ensure they will receive prompt after sales warranty services and the uninterrupted enjoyment of the Limited Product Warranty provided to the Customer by Acer's Authorised Service Providers.

Customers who have access to the internet may also visit the local Acer web site listed on the back of this booklet for easy online registration.

ACER'S PRIVACY POLICY

The information you provide will be kept confidential and used to support your customer relationship with Acer and its Authorised Service Providers. Acer and its Authorised Service Providers will not share your personal information to any outside organisation for its use in marketing or solicitation without your consent. Your information may be shared with agents or contractors of Acer and its Authorised Service Providers for the purpose of performing the warranty services.

LIMITATION OF LIABILITY

Legislation including the Trade Practices Act, the Consumer Act and other local legislation implies warranties and conditions into consumer contracts. These warranties and conditions exist separately from and are not affected by the warranties referred to in this Limited Product Warranty given by Acer. Subject to such legislation and to the warranties and conditions contained in this Limited Product Warranty, all other warranties, conditions

and liabilities are hereby excluded and Acer shall not be liable for any direct or indirect loss or damage of any kind arising from the provision of any kind of warranty service hereunder the terms and conditions of this Limited Product Warranty or arising from the negligence of Acer and/or its Authorised Service Provider's employees, agents or subcontractors. Customers are strongly advised to make back-up copies of any valuable data and/or program before submitting their Acer Product for warranty service as Acer will not be responsible for any damage to, or loss of, any program or data of the Customer.

Acer's liability arising out of or in relation to the Acer Product or services provided under this Limited Product Warranty shall be limited, as Acer's sole and absolute option, to:-

- (a) in the case of any Acer Product and at Acer's own costs and expense, the replacement and/or repair of that Acer Product or the supply of equivalent product where that Acer Product is no longer in production and the required parts thereof is no longer available; and
- (b) in the case of service and at Acer's own costs and expense, the supply of that service again.