

UK THE "ACERADVANTAGE" PROGRAM

Dear Customer,

Thank you for purchasing an Acer Product. As soon as you have activated the AcerAdvantage Warranty program (the "Program"), you will become a preferred Acer customer.

Registering for the AcerAdvantage program entitles you to the following benefits in addition to the standard Limited Product Warranty:

- **Warranty Program as indicated on the stick label on the back cover of this booklet: Product Line, years of coverage, kind of service.**
- Access to phone, fax and on-line technical support for the entire duration of the Program without any further charge than the telephone costs.
- Priority repair service for your Acer Product.
- 30% discount on the purchase of a second battery (in case of Notebook), if ordered directly from an Acer Call Centre and charged to a credit card.
- Notification of special offers and promotions when available through authorised dealers.

SERVICE FEATURES

Send-in (free of charge)	This service provides high-quality assistance in Acer's Repair Centres and includes free of charge shipment to and from our laboratories.
On-site	Through this service Acer offers a dedicated assistance carried out at the Customer's site and is available in several options featuring different intervention times.
On-site with Exchange	This service adds to Acer's top-quality on-site assistance, the benefit of a replacement product throughout the repair period. Replacement products are new or with equivalent or higher performance.
ITW (Notebooks only)	Acer allow you to live your trips with serenity! For this reason, we developed the International Travellers Warranty to protect you if you are out of your country for long time and you want to have your notebook always with you! For availability by country and further information on this service, visit http://global.acer.com/support/itw.htm .

AVAILABILITY OF SERVICES

On-site and on-site with Exchange services will only be available in the country where the AcerAdvantage Program was purchased.

Calls for assistance should reach your local Call Centre (indicated in this manual) by no later than 2 p.m. (some countries could offer extended timing conditions please check our web site). For particular locations difficult to reach like islands or in case of adverse weather conditions, slight delay may be possible. All call-out visits to customers are carried out from Monday to Friday, from 9 a.m. to 6 p.m..

SERVERS AND STORAGE PRODUCTS ONLY

In case of full coverage service: 7 days/week – 24h/day special agreements need to be taken with the customer case by case.

As for the warranty extended to the internal components, the AcerAdvantage Program guarantees cover of the internal components, such as Disk Drives, Memories, CD-Roms, CPUs, Raid cards, Network cards, Back-up units, etc. This extension is applied and valid only and exclusively for products and options included in the Acer price list and marked with an Acer code.

Any Server Options must be registered on <http://www.aceradvantage.com/sor> and before proceeding with registration, make sure you keep at hand the relevant Part Numbers and Serial Numbers.

OPERATING SYSTEM RESET

This service will be provided both in case of Send-in and on-site service. The Program includes exclusively the resetting of the operating system and the reconfiguration accordingly to the hardware installed in the system at the time of purchase of the Product.

In case of on-site service, an Acer-authorized representative will start operating system reset, will make sure everything is working properly and leave remaining available on-call in case of further problems; configurations of users/applications and printers are not included as well as configuration of additional components other than the original configuration.

WARRANTY COVERAGE EXCLUSIONS

The warranty coverage pursuant to the Program will not extend to any repairs on parts found to be damaged due to negligent or careless use, incorrect maintenance work, work carried out by unauthorised third parties, transportation in inadequate packaging and all other causes which are not attributable to manufacturing faults. The Program does not cover faults deriving from viruses or system conflicts caused by the installation of drivers or peripheral devices, or loss of data for any reason whatsoever.

For Notebooks: the battery is not included in Program, it remains subject to the warranty coverage resulting from the Limited Product Warranty associated with the purchase date of the Acer Product or of the battery itself. The exclusions and limitations described above apply only to this Program, the terms of the original Limited Product Warranty are not affected hereby.

ACERADVANTAGE PROGRAM ACTIVATION

- If you have access to the Internet, you can register directly for the Program at www.AcerAdvantage.com.
- If you do not have access to the Internet, call your local Acer Call Centre on the relevant telephone number provided inside this booklet.

BEFORE PROCEEDING WITH REGISTRATION MAKE SURE:

- You have the Advantage Code and Password of your Program at hand.
- You have connected the computer used for registration to a printer containing several sheets of white A4 paper.

TO PROCEED WITH REGISTRATION

- Go to the "AcerAdvantage" registration area on the www.AcerAdvantage.com website, then enter correctly both your **Advantage Code** and **Password** included in the AcerAdvantage booklet, and complete the electronic form that appears on the registration page.
- When registration is complete, print a copy of the Customer Acceptance Form.
- Sign the Customer Acceptance Form, enclose your proof of purchase (a copy of the invoice and/or the till receipt) and enclose one of the two Authenticity seals you find in the Acer Advantage booklet.
- Please send these documents to Acer in the pre-addressed envelope provided –please remember to affix a stamp.

Please remember that registration for the AcerAdvantage Program cannot be carried out after more than 365 days from the date of purchase of your Acer Product.

Before sending everything to us, make sure you are within this deadline. The date stamp on the envelope will certify the date of registration. If you miss the 365 days activation deadline, please contact your local Call Centre. Soon after your application has reached us, subject to the above conditions, we will send you, by e-mail, the Warranty Program Certificate with the details of your Acer Product.

In specific cases, based on predefined criteria, shipment of the above document is not required and your warranty will be activated and the Warranty Program Certificate sent to you by e-mail.

IN THE EVENT OF A FAULT WITH YOUR ACER PRODUCT

First of all Acer recommends you to carry out the tests described in the "**Troubleshooting**" section of the user's manual.

REMOTE ASSISTANCE

You can call your Acer local Call Centre, keeping your AcerAdvantage Program Certificate at hand and your Product turned on. Acer professionals will support you in order to isolate problems and resolve them.

REPAIR CENTRES SERVICE

For problems that cannot be resolved remotely, Acer operators will instruct you on how to contact a dedicated express courier that will pick up your failed equipment at your site and deliver it to the Acer designated repair facility. The repaired equipment will be afterward returned to your location. Acer will pay for all shipment charges.

ON-SITE SUPPORT

For problems that cannot be resolved remotely and in case your Program includes the on-site assistance, an Acer-authorized representative will come at your site within the deadline stated by your Program and provide on-site technical support.

PRODUCTS SHIPMENT

If you need to ship your Acer branded equipment, please pack it with the original material and include in the box a copy of your AcerAdvantage Program Certificate, together with a description of the fault.

In case the original packing material is not available:

- a) Use a solid carton of suitable dimensions to hold your Product.
- b) Wrap the equipment in layers of bubble wrap until a minimum thickness of 6 cm. per side is created, and fix them with some tape.
- c) Put the wrapped Product in the box and fill any empty space with more bubble wrap. Finally, label the carton as indicated by the Call Centre operator.

SERVICE CONDITIONS AND LIMITATIONS

Availability of service features and benefits stated hereby may vary according to local resources and may be restricted to eligible geographic locations.

All warranty periods start from the date indicated on the Acer Product's proof of purchase.