

Congratulations on your purchase of this quality Acer Server product.
Your warranty registration with Acer is essential to maintain a record of you.



For Easy Registration
Web: www.acer.com.au



Phone 1300 659 900 (Australia)
09 526 5496 (New Zealand)

Genuine Acer Server Warranty Service



Servicing your Acer Server in Australia and New Zealand



Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Repair Notice

We are required under Australian Consumer Law to provide consumers in Australia with the following information prior to accepting your product for repair.

1. Loss of Stored Data

The repair of goods capable of retaining user-generated data may result in the loss of data stored on those goods.

In this notice, “user-generated data” means any data stored on goods including customised programming and data stored on computers, notebooks, monitors, tablets and mobile phones.

2. Use of Refurbished Parts

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

WARRANTY PERIOD

The period during which this warranty is in effect will depend upon the product to which it relates. In all cases the commencement date for the warranty period is the actual day of purchase, as reflected on the Acer Authorised Reseller's or Distributor's invoice / receipt provided to you.

ACER LIMITED PRODUCT WARRANTY

| Acer Product | Warranty Period and Type* |
|------------------|----------------------------------|
| Server AT Series | 3-Year Next Business Day On-Site |
| Server AR Series | 3-Year Next Business Day On-Site |
| Server AC Series | 1-Year Next Business Day On-Site |

*Your Acer Server may have different warranty period and type if you have also purchased Acer priority services.

Next Business Day On-Site Service - Acer will arrange an Authorised Service Technician to the place where your Acer Server is located to do the repair on-site, at our cost. The general repair turn-around time for Acer Servers is Next Business Day for Metro areas, or 2 business days for regional areas. If your Acer Server is located outside 50km from the nearest Acer National Repair Centre or Acer Authorised Service Provider, Acer will make necessary arrangements to have the Server repaired in the Acer National Repair Centre.

OBTAINING WARRANTY SERVICE

If you require service for your Acer Server, you can contact the 24x7 Acer Server Support Line.

Please call 1300 659 900 in Australia or 09 526 5496 in New Zealand.

Please have the following information ready when calling Acer Server Support Line:

- Your Name / address / contact phone number
- Serial Number ID (SNID) / Product model (serial number can be located on the base of your product)
- Proof of purchase
- Description of upgrades, additions and/or changes made to the product
- Brief description of the symptoms

WARRANTY CONDITIONS AND EXCLUSIONS

Acer warrants that the product you have purchased is free from manufacturing defects in materials and workmanship when dispatched from our warehouse.

During the warranty period as indicated above, the Acer Authorised Repair Centre will, at no additional charge, replace defective parts with new parts or serviceable parts that are equivalent to new parts in performance. All replaced or exchanged parts, which are taken out under this warranty, become the property of Acer.

This warranty does not extend to any product purchased from other than an Acer Authorised Reseller. This warranty does not apply and, at Acer's option, becomes void if the product has been physically damaged or rendered defective: (a) as a result of accident, misuse, or abuse, or other circumstances beyond Acer's control; (b) by the use of parts or peripherals not manufactured or supplied by Acer; (c) as a result of normal wear and tear; (d) by use within an improper operating environment; (e) by modification of the product; (f) by the Serial Number ID (SNID) being removed or defaced; (g) as a result of service rendered by anyone other than an Acer Authorised Repair Centre; or (h) as a result of the product being operated otherwise than in accordance with Acer's instructions.

Software-related faults resulting from incorrect software installation or usage or software viruses or software inherent bugs shall not be considered as product faults and may incur a charge for rectification, if requested. It is your responsibility to keep useable archive backups of all data and to reload all software following any maintenance or repair work (except the operating system). Acer is not responsible for damage to, or loss of, any programs, data, or removable storages media, including any consequential loss or damage. Acer is also not responsible for future upgrades of software products bundled with Acer products. Repairs made by Acer Authorised Personnel will be chargeable at current applicable hourly rates to you if: (a) the technician finds the problem is user related; (b) caused by change in normal settings of the computer, or (c) software issue not covered under our standard warranty. This warranty is given in addition to the other remedies that are conferred to you by the law.

LIMITATION OF LIABILITY

Acer warrants that the product you have purchased is free from manufacturing defects in materials and workmanship when dispatched from our warehouse.

In Australia: Provisions of the Competition and Consumer Act 2010 (Commonwealth) as amended and other State legislation may imply warranties or conditions or impose obligations upon Acer which cannot, in whole or in part, be excluded, restricted or modified. To the extent permitted by law, Acer's liability (if any) arising out of or in relation to the products or services supplied by Acer shall be limited, as its option, to:

a) in the case of products, the replacement or repair of the products or the supply of equivalent products, or the payment of the cost of replacing the products or having the products repaired or of acquiring equivalent products; and

b) in the case of services, the supply of the services again or the payment of the cost of having the services supplied again.

In New Zealand: This Service Commitment does not in any way limit or affect any rights which may be available to any customer under the Consumer Guarantee Act, 1993.

ACER'S PRIVACY POLICY

The information you provide will be kept confidential and used to support your customer relationship with Acer. Acer 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 for the purpose of performing services for Acer. For example, if we need to ship something to you, we must share your name and address with a shipping company. We also provide third party agents with the minimum amount of information needed to complete the requested service or transaction.

Acer Computer Australia Pty Ltd. A.B.N. 78 003 872 768

Acer Computer New Zealand I.R.D.AK 599 210

ACER CONTACT DETAILS

Acer Computer Australia Pty Ltd

8 Baywater Drive
Wentworth Point NSW 2127
Tel: (02) 8762 3000
Fax: 1300 866 879
Web: <http://www.acer.com.au>
Server Technical Support: 1300 659 900 (24 hours a day / 7 days a week)

Acer Computer New Zealand Ltd.

Suite 2, Ground Floor, Building A
600 Great South Rd, Ellerslie,
Auckland, North Island 1051
Tel: 0800 575 757
Web: <http://www.acer.co.nz>
Server Technical Support: 09 526 5496 (24 hours a day / 7 days a week)



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