

# LIMITED PRODUCT WARRANTY STATEMENT

**THIS WARRANTY STATEMENT IS ONLY APPLICABLE TO REFURBISHED DEVICES SOLD THROUGH ACER'S FACTORY OUTLET OR ONLINE STORE**

This limited hardware warranty is in addition to any rights that you may have under the Australian Consumer Law (the ACL) or the New Zealand Consumer Guarantees Act (the CGA).

## Definition of a Refurbished Device

Acer Computer Australia and New Zealand defines a Refurbished Device as a product we have repaired or restored and tested to operate, perform and function to the same standard of the original product specification. All products sold as refurbished are models approved for sale within Australia and/or New Zealand.

## Refurbished devices may include:

- Products that have been previously sold and returned to Acer Computer, and then repaired/restored and resold
- Products that were previously used for display and/or demonstration purposes or
- Cancelled orders and/or returned stock needing no repair.

All refurbished products have been repaired and tested by Acer's service centre technicians to be free from any faults and/or defects and may be repaired using either brand new or factory refurbished / recertified components tested to operate to within the same or equivalent technical specifications of the original. Products sold as Refurbished may have minor cosmetic imperfections (i.e. minor scratches, minor panel discolouration etc.) that do not affect or otherwise impact the operation of the device. Products sold as Refurbished may or may-not be supplied in original factory packaging and may instead be supplied in plain/generic packaging.

Type of Device	Standard Warranty Entitlement
All Acer Branded Monitors (including all Gaming Monitors and Display)	1 Year Return to Acer Service Centre (Return to Base)
All Acer Aspire, Veriton, Chrome PC and Gaming Series Desktop PCs (including all Nitro and Predator Models)	1 Year Return to Acer Service Centre (Return to Base)
All Acer Aspire, Travelmate, Extensa, Chromebook and Gaming Series Notebooks (including all Nitro and Predator Models), and all Acer Tablet PC and Smart Handheld Devices	1 Year Return to Acer Service Centre (Return to Base) No International Travellers Warranty (ITW) applies to any refurbished device.
All Acer Branded Projectors	1 Year Return to Acer Service Centre (Return to Base) The warranty period for projector lamp is 1000 hours or 6 months, whichever occurs first.
All Acer Acer Mixed Reality Head-Mounted Display (HMD)	1 Year Return to Acer Service Centre (Return to Base)

## General Provisions and Exclusions

During the process of repair, some or all of your stored data may be lost. Please ensure that you have a saved copy this data elsewhere prior to repair. 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. All replaced or exchanged parts, which are taken out under this warranty, become the sole property of Acer Computer. In the event of a return to base warranty repair, it remains the users responsibility to ensure they suitably pack their device to ensure safe transit to our service centre. Any damages resulting from improper and/or inadequate packing shall not be considered as product faults and may incur a charge for rectification, if repairable. Acer reserves the right to undertake its own inspection/assessment of any Acer-branded device and further reserves the right to complete its inspection or assessment at our nominated service centres as deemed appropriate. Acer reserves the right to deem any device as Beyond Economical Repair (BER). All goods must have a repair authorisation number issued by Acer, prior to being sent into our service centres. This warranty does not apply and, at Acer's discretion, 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 being removed or defaced; (g) as a result of services rendered by anybody other than an Acer authorised repairer; (h) as a result of the product being operated otherwise than in accordance with Acer's instructions or; (i) as a result of liquid/chemical damage, exposure to bodily fluids or solids, or damage resulting from vermin, insect or other pest infestation. 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 remains the users 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 storage media, including any consequential loss or damage. Acer is also not responsible for future upgrades of software products bundled with Acer products and make no assurances or guarantees that devices will support or be compatible with any software releases or updates, or hardware not configured and provided by Acer Computer. All devices repaired by Acer's service centre will be restored to their original factory configurations. 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. As part of Acer's validation and/or verification process, we reserve the right to undertake further assessment of the device, or ask the user to undertake simple and reasonable troubleshooting measures to test their device. We appreciate your cooperation in this matter.

## Pixel Policy

The LCD screen is manufactured using high precision technology. Due to the complex nature of the manufacturing process, the screen may have cosmetic defects that appears as (bright, dark and colour) dots on the screen. This does not impair the performance of the product and is not considered defective in the industry. Acer reserves the right to refuse a warranty claim for repair or replacement of the LCD panel if the number of defective dots falls within the manufacturers specification.

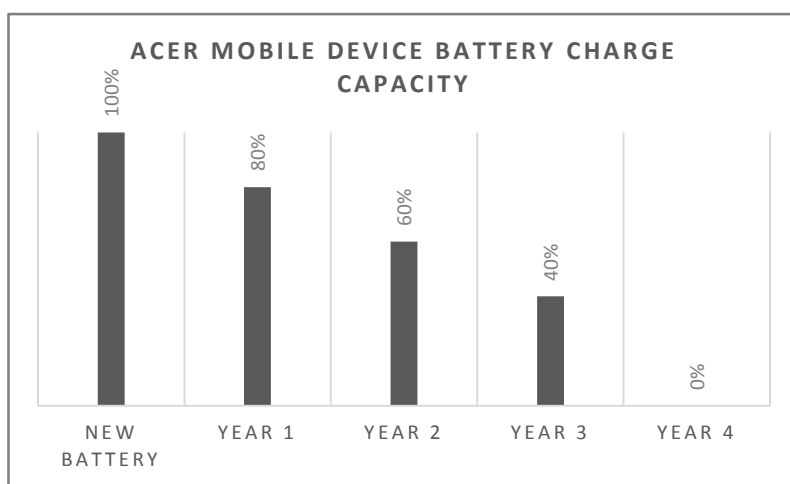
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## Acer Notebook and Tablet Device Battery Warranty Statement

All batteries, either removable batteries or those contained within an Acer mobile/portable device, carry a one year limited hardware warranty. During the life of the product, the battery will be expected to perform with a reasonable depletion factor of up to 20% per year for three years, after which the battery will be considered to have served its intended lifespan.



## Making Warranty Claims for your Acer Battery

As part of Acer's validation and/or verification process, we reserve the right to undertake further assessment of the device, or ask the user to undertake simple and reasonable troubleshooting measures to test their battery. We may also ask the user to use our online battery testing tool (and send us the results) which is available at [www2.acer.com.au/tools/AcerBattery.exe](http://www2.acer.com.au/tools/AcerBattery.exe)

To ensure your claim is processed in the most efficient manner, please be sure to clearly outline the following details when calling Acer's contact centre or when raising an online service request via Acer's online helpdesk;

- A very clear and detailed description outlining the problem and/or concern with the battery
- The SNID number and serial number of the Acer notebook or tablet device
- Please also advise on whether the Acer Battery Test tool has been run to check the condition of the battery, and inform us of the results
- Please indicate both the **Max Capacity** and the **Design Capacity** as these will be used to calculate the current battery performance

**Example: Max Capacity 58359mWh / Design Capacity 62160mWh = 93.89%**

### Acer Customers in Australia

Technical Support: 1300 365 100

7:00am to 9:00pm Monday to Friday AEST  
9:00am to 6:00pm Saturday and Sunday AEST

Service and Repair Enquiries: 1300 365 100  
7:00am to 9:00pm Monday to Friday AEST

\*Applicable local call and mobile charges apply.

Online Helpdesk: <https://au.answers.acer.com/app/ask>

### Acer Customers in New Zealand

Technical Support: 0800 223 769

7:00am to 9:00pm Monday to Friday AEST  
9:00am to 6:00pm Saturday and Sunday AEST

Service and Repair Enquiries: 0800 223 769  
7:00am to 9:00pm Monday to Friday AEST

\*Applicable local call and mobile charges apply.

Online Helpdesk: <https://au.answers.acer.com/app/ask>