

# LIMITED PRODUCT WARRANTY STATEMENT

FOR ALL ACER BRANDED CONSUMER AND COMMERCIAL DEVICES SOLD IN AUSTRALIA AND NEW ZEALAND

**THIS WARRANTY STATEMENT IS NOT APPLICABLE TO ACER BRANDED SERVERS OR OTHER ENTERPRISE STORAGE**

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).

Type of Product	Standard Warranty Entitlement
Acer Branded LCD Monitors	3 years return to base.
Acer Aspire and Predator Series Consumer PC	1 year return to base.
Acer Veriton Series Commercial PC	1 to 3 year onsite service, depending on the specific model purchased.
Acer Altos Series Commercial Workstation	3 year onsite service*. Onsite warranty uplift option may be available at time of purchase.
Acer Aspire, Predator and Chromebook Series Consumer Notebook	1 year return to base.
Acer Travelmate Series Commercial Notebook	1 to 3 year return to base, depending on the specific model purchased. *Onsite warranty uplift option may be available at time of purchase.
Acer Data Projector	2 year return to base. The warranty period for projector lamp is 1000 hours or 6 months, whichever occurs first.
Tablet PC and Smart Handheld Devices	1 year return to base.
Acer Mixed Reality Head-Mounted Display (HMD)	1 year return to base.

## General Provisions and Exclusions

Acer warrants that the device 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 sole property of Acer. \*Onsite services are strictly limited to a distance not exceeding 50 km from an Acer authorised service provider. All onsite servicing and repairs will be carried out within standard business hours of between 09:00-17:00 Monday to Friday, excluding public holidays. It remains the users responsibility to ensure they make their device ready and available at the time of the scheduled onsite service, and to provide a clear working area for the onsite service provider to complete their repairs. All requests for after-hours or weekend onsite service will be quoted at current applicable hourly rates to you, and strictly dependant on after-hours or weekend service availability. In the event where an onsite service provider is not available, Acer will make arrangements to have your device repaired at our service centres, using one of our nominated logistics partners. 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 extend to any product purchased from other than an Acer Authorised Reseller. 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 and/or solids, or damage resulting from vermin, insect or other pest infestation.

Software-related faults resulting from incorrect software installation or usage, viruses or other malicious applications, or other computer program errors 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 centres 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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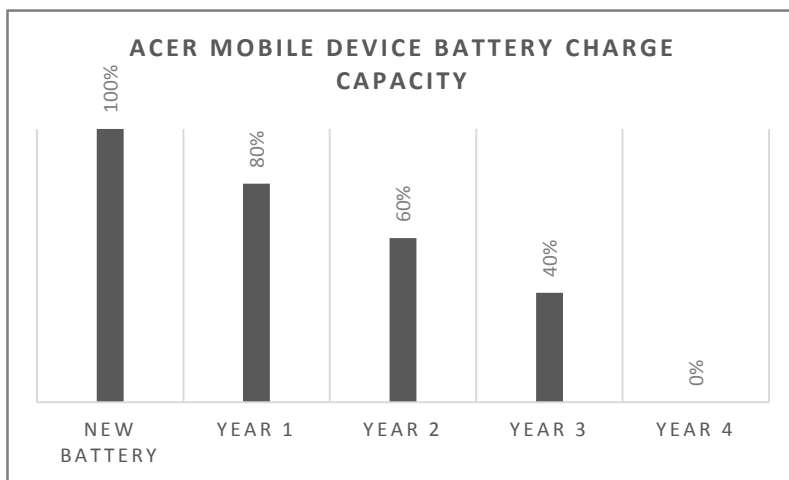
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All batteries, either removable batteries or those contained within an Acer mobile/portable device, carry a one year limited hardware warranty regardless of the length of the system base warranty. In addition to the one year limited hardware warranty on all batteries, some customers may have purchased a separate warranty uplift for their batteries providing specific warranty coverage for either two or three years in total.

In the instance whereby a separate battery warranty uplift has been purchased, in addition to the system base warranty, Acer will apply 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%**

## 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>

## 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>