

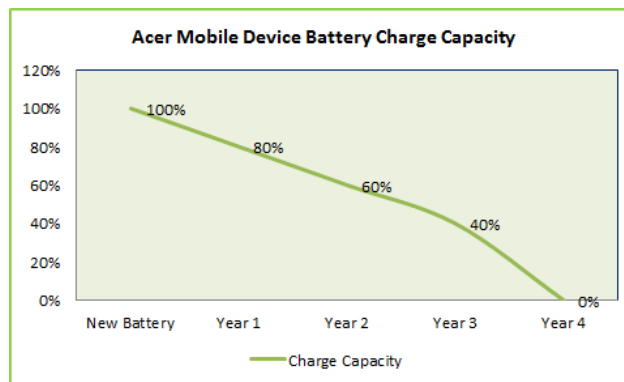
LIMITED BATTERY WARRANTY STATEMENT

FOR ALL ACER CONSUMER AND COMMERCIAL MOBILE DEVICES (INC. NOTEBOOK AND TABLET)

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

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

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: <http://www.acer.com.au/ac/en/AU/content/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: <http://www.acer.com.au/ac/en/AU/content/ask-acer>