



Acer Warranty Support FAQ : Notebook Onsite Ver 1.0

What is Acer Onsite Support for Notebook?

All Acer notebooks sold and shipped dated **1st of July 2010** onwards to the end customer will carry onsite warranty for the base unit purchased. Onsite warranty for notebooks will be available at selected Metros in India – Delhi , Mumbai, Kolkata, Chennai and Bangalore. Notebooks purchased across India will be eligible to get onsite support at these Metro locations.

Whether all Acer brands including e-machine , Gateway & Netbook models will have onsite warranty ?

Yes. From 1st of July 2010 onwards all Acer models under Aspire , Travel Mate , e-Machine , Gateway & netbooks will have onsite warranty from Acer India.

How do I contact Acer Call Centre ?

To avail warranty service for Notebook customer can call toll free Call Center at 1-800-11-6677(BSNL/ MTNL) or 1-800-3000-2237 (Reliance Mobile / Landline. Local call charges applicable for other telecom networks). Or send SMS to 9901676677 (SMS service) with product serial no & query for call center to revert back. Others can dial 011-26383170 / 75 (standard call charges applicable). Acer Call Centre will operate from 9AM-9PM (Monday to Saturday, excluding public holidays)

Is this onsite support free ?

Yes, once the product is purchased on or after 1st July 2010 against a valid Invoice and registered online with Acer India.

Where is Acer Onsite Notebook Support available?

Presently Onsite warranty for notebooks will be available at selected Metros in India – Delhi , Mumbai, Kolkata, Chennai and Bangalore.

Does onsite support takes care of my hardware services contract?

Yes, warranty support is a part of the product purchased. The basic ITW terms along with carry in support across India will stay valid. Only customers will have a privilege to avail onsite at selected Metros in India – Delhi , Mumbai, Kolkata, Chennai and Bangalore.

Do I need to carry in the Notebook to the Acer Authorized Service Centre out side city limits ?

All onsite services will be within municipal limits (50KM radius) of the city. Presently applicable for Delhi , Mumbai, Kolkata, Chennai and Bangalore. Customer staying beyond city limits will be informed to visit the nearest Acer Authorized Service Centre for carry in support.

Will onsite support help me with my multi-brand software and peripherals?

Yes to the extent of online help related to certified drivers and system configuration through Acer Call Centre. Customer is advised to link the respective OEMs for warranty support there after.



Can the sales counter log the call on behalf of the end customer?

Recommended end customers to login the call and avail onsite support.

Can the sales counter like Acer Mall /Acer Point / LFR & reseller counter claim onsite for DOA & transit damages?

Acer India will provide onsite for notebooks being sold to end customers against a valid Invoice. Any demo unit DOA & transit damages will be carry in to the nearest ACSC for necessary support against a valid Delivery Challan. Local Acer office to be intimated for those incidences.

Can the Acer authorized onsite Engineer validate the purchase proof document?

Yes, recommend end customers to share the copy of the purchase proof for 1st time verification.

Will I have onsite support for notebooks purchased before 1st of July 2010?

Yes. You need to purchase onsite warranty conversion Easy Care Pack from authorized partners (please visit <http://apn.acer.co.in> and click on “ Registered Partners for Warranty Extension”). You need to register your product and enjoy the warranty benefit. Onsite warranty for notebooks will be available at selected Metros of India – Delhi , Mumbai, Kolkata, Chennai and Bangalore.

Do I need a Broadband connection?

We recommend customers to go live on internet and avail services like web based call login, online chat service & to check repair status please visit : <http://apn.acer.co.in>.

What is the timing for onsite service? Is it 12X6 like the phone?

Acer Authorized Service Centre will operate from 9AM to 6PM , Monday to Saturday.

What do I do if my Acer Notebook is not purchase with preloaded OS?

Yes the notebook will have onsite warranty. If the onsite visit is required and found to be only OS related call then Acer Authorized Service Centre representative may charge **Rs500/- + tax** as labour charges from the end customer.

Who will attend my onsite warranty Notebook calls ?

Once the case ID is issued by Call Centre agent & transferred to the nearest service centre, Acer Authorized engineer with valid ID proof will attend the onsite call for further assistance and call closure.

Will the Acer authorized service engineer carry my notebook to the service centre if situation demand ?

Yes, if the call is not closed onsite and need further diagnosis at service centre , engineer may be allowed to carry the notebook to the service centre against proper acknowledgement. Once the notebook is repaired, the same will be delivered back to the end customer. This action can be an exception. The service engineer will try to close the call onsite on best effort basis.



What if I'm not satisfied with the service?

For grievance redressal contact Acer Customer Support Grievance Cell at:

Ailnro_easycare@acer.co.in (For North India)

Ailero_easycare@acer.co.in(For East India)

Ailwro_easycare@acer.co.in(For West India)

Ailsro_easycare@acer.co.in(For South India)

What is not covered by this onsite warranty ?

Burned, physically damaged, tampered, cable cut/worn out, liquid spillage, battery leakage, serial number/logo tampering, etc will not be covered under the onsite warranty scope. The final warranty replacement call can be taken by the authorized service engineer on site after proper inspection of the defective unit. Battery backup will be tested by Acer engineer onsite and any backup less than 30 minutes will only qualify for warranty replacement.

What is Next Business Day On-Site Service?

Acer commits response within NBD after valid Case ID & Acer Authorized Service Centre online diagnosis. This is also based on customer appointment & availability. Please visit www.acer.co.in/support for further information.

User will be contacted by a technician to arrange a suitable meeting place and arrival time for the repair. It is the user's responsibility to provide the On-Site Service technician with access to the unit.

User should also ensure the system in easily accessible location with adequate space, health and safety conditions. The user will be responsible for keeping the installation media, licensing information and driver CDs that came with the laptop. Acer will not perform any troubleshooting, maintenance, and repair without the original installation media at site. The user will be responsible for the security of the laptop. Backup of local hard drives by user is highly recommended.

How to register and check my warranty status online?

After purchase of your product please visit www.acer.co.in/support to register your base product online.

Once the product is registered please visit <http://apn.acer.co.in> and click on " check product warranty status ".