



Dear Customers,

With effect from January 2007 the following standard warranty coverage are applicable for the warranty notebooks that are brought to the Acer Customer Service Center (ACSC) for repair.

1. Battery (Regardless of Product warranty / Warranty Extensions) – 1 Year
2. Adapter (Not Burnt, Cable Tampered, Cut) – 1 Year

Note – The battery backup will be measured by loading the ZD Battery mark Version 4.0 software in the notebook with the power management features set to maximum battery life in the Acer e-power manager software.

The result is the reference point for checking the battery backup. If the battery provides minimum of 30 Minutes of battery backup it does not qualify for replacement

The following are the things that will not cover under the scope of warranty coverage.

1. Notebook Plastic Bodies – Not Covered
2. Hinges, Cosmetic parts – Not Covered
3. Broken LCD Screen – Not Covered
4. Keyboard (Liquid spillages / Key tops) – Not Covered
5. CD's, Manuals, Power chord, Cables – Not Covered
6. Tampered / Pin bent near the connector – Not Covered
7. Software, Virus, OS support – Not Covered
8. Non Certified OS loaded by customer – Not Covered
9. Guarantee for Data / Backup – Not Covered
10. Mother Board (If falls under the below criteria) – Not Covered

- Pin Bent / Broken / Broken DC connector
- Burnt near the Ports (e.g. – USB, Modem, LAN Port, Memory socket)
- Found to be tampered
- Found to be liquid spilled

**Acer India (Pvt) Ltd.
AIL Policy on ACSC Operations**



Note – For item no.7 if the notebook comes preloaded with the Windows operating system then the reloading of the operating system will be covered. Software and patches updates of OS are the customer's responsibility. No application software support will be provided.

For any clarification please feel free to contact the Notebook Call Center @. 1800 - 11- 6677 / 011-26383170 / 011-26383175

Thanks & Regards,

Manager - Technical Support, (MDP)

Acer India (Pvt.) Ltd.,

Tel No: 080-25219520 / 21 / 22. Fax: 080 – 25219535

Visit us at www.acer.co.in