

# IN SEARCH OF INCREDIBLE



Warranty Card

**ASUS**



# ASUS Warranty Information Form

Mr./Mrs./Ms./Miss: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

E-mail: \_\_\_\_\_

**WARNING:** This product may contain chemicals known to the State of California to cause cancer, and birth defects or other reproductive harm. Wash hands after handling.

**Important:** Please store this card in a secured location for future reference. ASUS reserves the right to request this document before accepting repair requests. This does not affect or limit your mandatory statutory rights.

# Warranty Conditions

## 1. General

ASUS warrants the Product to be free from defects in workmanship and materials in the country where you originally bought your ASUS product during the Warranty Period. Please note that the warranty terms of bundled accessories may differ from the Product in different countries, please refer to <http://www.asus.com/support> for more details. (Please select your product by choosing your product series / product model to see its warranty) If the Product fails during normal and proper use within the Warranty Period, ASUS, at its discretion, will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied.

This Warranty applies only if the Product was newly manufactured on the Date of Purchase and not sold as used, refurbished or manufacturing seconds. Please keep the original purchase invoice and this warranty card for future service request. This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, non-ASUS modifications to the product, any third party software programs, normal wear and tear or any other event, act, default or omission outside ASUS' control. For further details, see section 3 of this Warranty Card.

All components that an ASUS Service Center repaired or replaced will be under warranty for three months or for the remainder of the warranty period, whichever is applicable. The Repair Center may recover the originally configured operation system bundled with the Product. **ASUS will not restore or transfer any data or software from the Product's original storage media. If the Product is repaired, all user generated data may be permanently deleted.**

If the Product is under Warranty, You hereby agree to transfer the ownership of replaced defective parts and such parts shall automatically become the property of ASUS.

## 2. TFT LCD defect policy

Despite the highest possible standards, the intricate manufacturing of thin film transistor (TFT) liquid crystal display (LCD) screens may still produce slight visual imperfections. These visual imperfections do not impair the

performance of Your Product.

However, ASUS will provide the Warranty service for Your ASUS Product's TFT LCD screen only if there are at least:

- 3 bright pixels or 5 dark pixels or 8 bright and/or dark pixels in total; or
- 2 adjacent bright pixels or 2 adjacent dark pixels; or
- 3 bright and/or dark pixels within an area 15 mm in diameter.

(Please note: A bright pixel is a white or sub-pixel that is always on under BLACK pattern. A dark pixel is a black or sub-pixel that is always off under patterns excluding black.)

The inspection conditions are:

- Not less than 30cm distance, in a straight line, between TFT screen and inspector
  - Room temperature between 20-40° C
  - Lighting is between 300 and 500 lux
- 
- **Warranty period of battery:** 12 months warranty from the Date of Purchase.
  - All components repaired or replaced by ASUS' service site will be under warranty for the remaining period of the warranty, or for no less than 3 months.

**If service is required, you can do any of the following:**

- You can contact your local dealer or reseller (place of purchase) for repair exchange.
- Contact the local ASUS' service site or the nearest ASUS office directly. Please visit <http://www.asus.com/us/support> to get the updated service and ASUS branch locations.

**When contacting ASUS Customer Service**

- Before contacting ASUS technical support, ensure that You have the Product in front of You and that it is turned on, if feasible. Please also be ready to provide the Product's serial number, the model name and proof of purchase.
- Technical support hotline phone number can be found at <http://www.asus.com/support>.
- You will be requested by ASUS to perform some of the Product's troubleshooting tasks or actions, which may include the following:

- Restoring the Product's operating system, factory-installed drivers, and applications to the factory default settings.
- Installing updates, patches or service packs.
- Running diagnostic tools and programs on the Product.
- Allowing the ASUS technical support agent to access the Product with remote diagnostic tools (when available).
- Performing other reasonable activities requested by ASUS, which will assist in identifying or resolving the problems.
- If the problem is not solved remotely, you will have to return the Product to an ASUS Repair Center (this process is called "RMA"). ASUS will issue an RMA number for Your Product. Please record Your RMA Number for tracking purposes.
- Describe the problem clearly and completely on the RMA request form.
- Enclose a copy of this completed warranty card and a copy of Your sales invoice/receipt detailing the purchase of Your Product. (Please note: ASUS reserves the right to request the original documents.) If You do not provide the requested documents for warranty validation then the manufacture date of the Product as recorded by ASUS will be deemed to be the start of the Warranty Period.
- **Ensure that You have fully backed up all the data stored on Your Product and removed any personal, confidential, or proprietary information before any service process is started. ASUS may delete any data, software, or programs installed on the Product without restoring them. ASUS shall not be held liable for the permanent loss, damage, or misuse of your data.**
- Pack the Product in safe and stable packaging. The original packaging may be useful for this purpose. In any case, the packaging should meet the following requirements:
  - Use a rigid box with flaps intact
  - Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable
  - Wrap all items separately
  - Use adequate cushioning material
  - Use strong tape designed for shipping
  - Do not use string or paper over-wrap
  - Use a single address label that has clear, complete delivery and return

information

- Place a duplicate address label inside the package
- Please do not send in anything but the Product itself unless specifically requested by ASUS. Please remove any accessories as well as any removable storage devices such as memory cards, discs, flash drives, from the Product. ASUS shall have no liability for the loss, damage or destruction of accessories or removable storage devices, unless they are caused by willful or gross negligent acts by ASUS.
- Remove or provide any password that You assigned to the Product. If access to the Product is blocked by passwords, then ASUS may not detect and repair all failures of the Product.
- If the Product is designed with the TPM (Trusted Platform Module) function, provide the embedded security chip pre-boot password.

### **3. Exclusions from this limited Warranty Service**

ASUS does not warrant uninterrupted or error-free operation of this Product. The warranty only covers technical hardware issues during the Warranty Period and in normal use conditions. It applies to firmware issues but not to any other software issues or customer induced damages or circumstances such as but not limited to:

- (a) Damage caused to this Product(s) by you or any non-authorized third party, and the damage caused accordingly will not be covered by this Warranty, including but not limited to improper installation of HDD, SSD and/or RAM.
- (b) For those installed or modified with any other non-original software or hardware (such as HDD, SSD or RAM), ASUS will only test/repair under the original software/hardware configuration. ASUS does not warrant the issue caused by non-original software or hardware. This Warranty will not cover the damage caused accordingly, including but not limited to improper installation.
- (c) The serial number of the Product, components or accessories has been altered, cancelled or removed;
- (d) Obsolescence;
- (e) Damage (accidental or otherwise) to the Product that does not impact the Product's operation and functions, such as without limitation to rust, change in color, texture or finish, wear and tear, and gradual deterioration;

- (f) Damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, and use under abnormal conditions;
- (g) Damage to the Product caused by improper installation, improper connection or malfunction of a peripheral device such as printer, optical drive, network card, or USB device, etc.;
- (h) Damage to the Product caused by an external electrical fault or any accident;
- (i) Damage to the Product resulting from use outside of the operation, storage parameters, or environment detailed in the User's Manual;
- (j) Damage to the Product caused by third party software or virus(es); or there is software loss or data loss that may occur during repair or replacement;
- (k) Unusability due to forgotten or lost security passwords;
- (l) Unusability of or damage to the Product caused by contamination with hazardous substances, diseases, vermin, or radiation;
- (m) Fraud, theft, unexplained disappearance, or damages/detrimental circumstances caused by a willful act of the customer;
- (n) Unusability or damage to the Product caused by installing and using the Unlock Device App, which is a utility that will unlock your Product's boot loader but will render the Warranty null and void.

Returning the Product to the ASUS Repair Center during the Warranty Period does not automatically mean that it will be repaired free of charge. Upon receiving Your Product, ASUS reserves the right to check the validity of Your Warranty and Your request for Warranty service. It is necessary for ASUS to collect, transfer, and process personal data in order to facilitate the requested service; and for this purpose Your data may be transferred to and processed in any country where ASUS or its affiliated companies maintains offices, which include countries outside of the European Union, the mandatory laws of which do not guarantee a data protection level equivalent to the laws of EU member states. However, ASUS will use and protect Your personal data at any time and in any country subject to the ASUS Privacy Policy. Please access and read the ASUS Privacy Policy at: [http://www.asus.com/Terms\\_of\\_Use\\_Notice\\_Privacy\\_Policy/Privacy\\_Policy/](http://www.asus.com/Terms_of_Use_Notice_Privacy_Policy/Privacy_Policy/).



#### **4. ASUS DOES NOT perform warranty service outside of the country where you bought the Notebook.**

This Warranty applies in the country of purchase.

To enjoy comprehensive international warranty service, visit ASUS Service Center website at <http://www.asus.com/support/contact-ASUS> for detailed locations.

ASUS reserves the right to interpret the provisions in this ASUS Warranty Information. The information in this warranty card may change without prior notice. Please visit the ASUS Support site at <http://www.asus.com/support> for current and complete ASUS warranty information.





# ASUS Warranty Information Form

Purchase Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ (DD/MM/YYYY)

Dealer's Name: \_\_\_\_\_

Dealer's Telephone Number: \_\_\_\_\_

Dealer's Address: \_\_\_\_\_

**Serial Number**



15220-06700500

广达 料號	HDXKJ001010
<b>ASUS</b> 料號	15220-06700500
製作廠商	重庆海派
材質	80G模+哑油
尺寸	成品尺寸：105*148mm (±2mm)
顏色	BK/BK封满版
頁數	12P
加工方式	骑马钉