

# ASUS CERTIFIED REFURBISHED PRODUCTS LIMITED WARRANTY SERVICE (Australia and New Zealand Only)

## 1. General

ASUS Certified Refurbished Products are pre-owned ASUS products that undergo ASUS's strict refurbishment process prior to being offered for sale. Each ASUS Certified Refurbished Product:

- Is fully tested.
- Is refurbished with replacement parts for any defective modules identified in testing.
- Is put through a thorough cleaning process and inspection.
- Is repackaged (including appropriate adaptor, cables, boxes, etc.).
- Includes the operating system originally shipped with the unit and the pre-install software offered with that system.
- Is not covered by Dead on Arrival exchange/credit back warranty service
- Is not covered by ONSITE service

ASUSTeK Computer Inc warrants this ASUS Certified Refurbish Products to be free from defects in workmanship and materials under normal use for a period of ONE (1) YEAR from the date of purchase. A copy of the proof of purchase and the warranty card must be presented to ASUS service centre for any warranty claim. ASUS reserves the right to reject the warranty claim if the proof of purchase is not provided.

The battery is only eligible for SIX (6) MONTHS warranty from the date of purchase. The warranty does not cover free accessories, which were delivered together with the product, such as: carry bags or mouse, etc.

If the product fails during normal and proper use within the warranty period, ASUS will, at its discretion, repair or replace the defective parts within the product, or the product itself, with items that are functionally equivalent to that as originally supplied, or better, during the warranty period defined for the model, using new or reconditioned parts or units.

All components repaired or replaced by ASUS Service Centre will be under warranty for the remaining period of warranty or for no less than THREE (3) MONTHS.

Please keep the original packaging, in case your device needs to be returned for repair. Original packaging provides a better protection for your device during transportation. If the device is not packaged properly in its original box, ASUS will not be liable for any damages occurred during transit.

ASUS will recover the originally configured operation system bundled with the product if the Hard Disk or SSD is replaced. ASUS will not be liable to restore or transfer user's data, programs from the original Hard Disk or SSD.

If the product is under warranty, you hereby agree to transfer the ownership of the replaced defective parts and such parts will automatically become the property of ASUS.

## 2. Software Support

Your ASUS product is supplied with pre-installed software.

If you have any related technical problems when using ASUS product. We suggest you check ASUS support web site first.

ASUS provides 30 days limited Help Desk Support starting from the date of purchase for software sold with the product. The operating system included with the product is recommended to ensure normal operation. ASUS will only provide discretionary support for your product if the operation system has been altered.

After the expiration of the 30 days limited software support, please contact the vendor of the software for all software related support enquiries.

## 3. 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 ASUS product.

The TFT LCD will be considered defective only when there are at least:

- (a) over 3 bright dots OR 5 dark dots OR 8 bright and/or dark dots in total; or
- (b) 2 adjacent bright dots OR 2 adjacent dark dots; or
- (c) 3 bright and/or dark dots within an area 15 mm in diameter.

(Please note: A bright dot is a white or sub-pixel that is always on under BLACK pattern. A dark dot 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
- Lighting is between 300 and 500 lux

These TFT LCD screen warranty conditions are offered by TFT LCD manufacturers. ASUS will therefore, provide limited panel replacement service during the warranty period.

#### 4. Exclusions from the Refurbished Product Limited Warranty Service

The warranty excludes the following:

- (1) The product is not covered by Dead on Arrival exchange/credit back warranty service;
- (2) Out of box minor scratches and cosmetic damage, including but not limited to scratches, dents, and broken plastic on casing and parts during normal usage;
- (3) The product has been tampered, repaired and/or modified by non authorized personnel;
- (4) The serial number of the device, components or accessories has been altered, cancelled or removed;
- (5) The warranty seals has been broken or altered;
- (6) There is damage caused by an external electrical fault, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, or use under abnormal conditions;
- (7) There is damage caused by improper installation or improper connection to a peripheral device (printer, optical drive, etc);
- (8) There is damage from usage outside of the operation or storage parameters or environment detailed in the user's manual (Available from ASUS Online Support website);
- (9) There is damage from use of parts not manufactured or sold by ASUS;
- (10) There is damage to or loss of any program, data or removable storage media, or if there is costs from recovering any program or data;
- (11) There is damage from third party software or from any virus;
- (12) Support to install or configure the product for any third party software application or device, or network configuration;
- (13) Due to technology limitation, some device may be limited or not compatible to be used on this product. These limitations are common or defined standards within the IT industry and are not specific to ASUS products;
- (14) Any damage or loss of whatever nature caused by yourself not complying with the requirements relating to "Take Care of Your Product" under paragraph 6 is not comply with;
- (15) Any damage or loss of whatever nature caused while the products is collected by the courier or any damage caused during transit, except to the extent any damages or losses paid by the courier to ASUS.

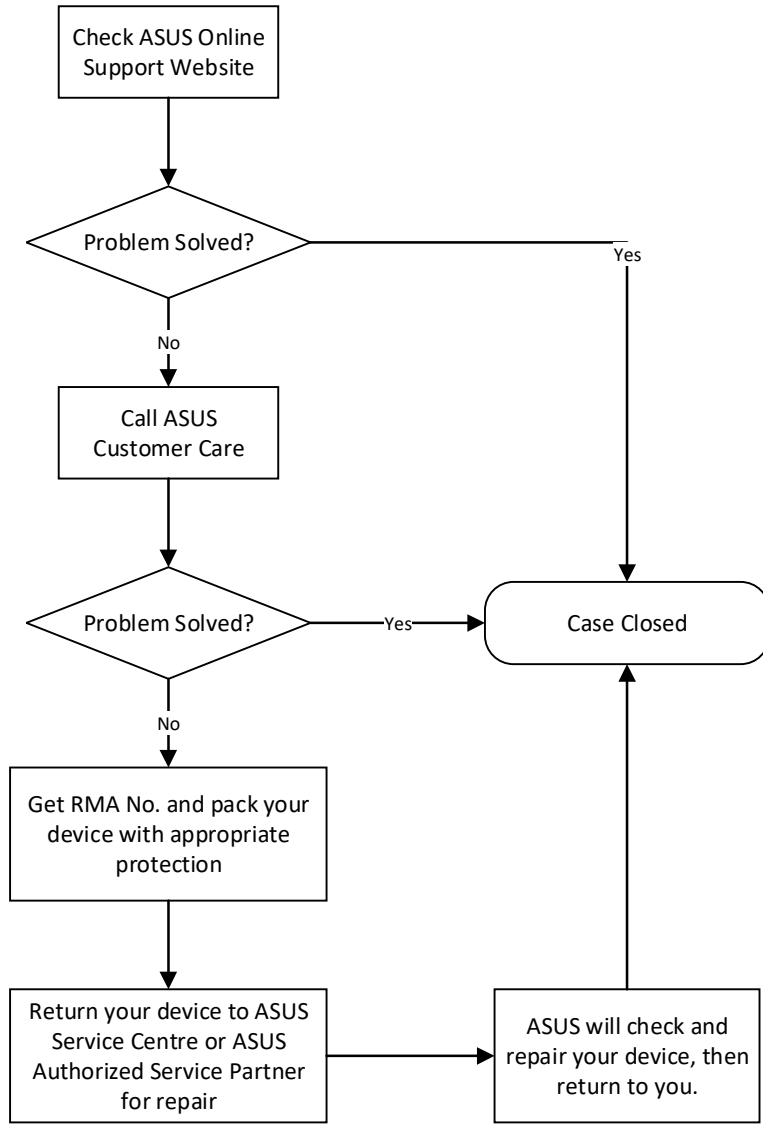
#### 5. Additional Information to Take Care of Your Product

- ❖ Carefully read and follow all instruction and safety precautions included in the product user's manual (Available from ASUS Online Support website).
- ❖ When placing your device in the carry bag, remove all cable/adaptor connected and avoid over packing your carry bag which may apply excessive pressure to the device causing damage to the device and/or LCD.
- ❖ Do not store the AC adaptor or AC power lead where impact with the LCD or top cover can occur, you may damage the LCD display if excessive shock is applied to this area.
- ❖ Do not warp the AC adaptor lead around the adaptor in use or when storing due to potentially damaging the cables.
- ❖ Battery should be completely discharged and recharged once a month to maintain the life time of the battery.

#### 6. Before Contacting ASUS Service Centre

- ❖ Back up all your personal data and remove any confidential, proprietary information in the Hard Disk or SSD. ASUS and its Service Centre will not be responsible for any loss of your own programs, data or information.
- ❖ If you received an error message, write it down with the fault description and include it with the device.
- ❖ Retrieve from your ASUS product its operating system and the BIOS version.
- ❖ Ensure you have ready your ASUS product's model name, serial number, sales invoice/receipt with date of purchase, and warranty card.
- ❖ Make sure you are in front of your ASUS product and have your device turned on if it's feasible when you call.
- ❖ You will be required to provide proof of purchase before warranty service can be performed.
- ❖ If the product is eligible for the courier pickup and return service, you are required to contact ASUS to arrange this service using ASUS's designated freight carrier if the product is under warranty. RMA number will be provided by ASUS helpdesk as your return authorisation. If the RMA number is not visible upon receiving the product, the product will be returned without further notice. ASUS will not be liable for any loss or damage of the product during transit.

## 7. Local Service Procedure



Returning a product to ASUS Service Centre during the warranty period does not automatically mean that it will be repaired free of charge. Upon receiving your device, ASUS Service Centre reserves the right to check the validity of your warranty and your request for warranty service. Charges may apply if the product fails to meet the warranty inclusion.

# ASUS

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### ASUS Service Centre Contact Information:

<b>Australia</b>	<b>ASUS Service Australia Pty. Ltd.</b>
<b>Service Hour</b>	09:00 - 18:00, Mon - Fri, excluding public holiday
<b>Technical Support</b>	1300-278-788
<b>Website</b>	<a href="http://www.asus.com.au">www.asus.com.au</a>
<b>Service Locations</b>	<a href="https://www.asus.com/au/support/Service-Center/Australia/">https://www.asus.com/au/support/Service-Center/Australia/</a> 
<b>New Zealand</b>	<b>Tec Master Ltd. (Authorised Service Partner)</b>
<b>Service Hour</b>	09:00 - 18:00, Mon - Fri, excluding public holiday
<b>Technical Support</b>	0800-278-788
<b>Website</b>	<a href="http://www.asus.com.nz">www.asus.com.nz</a>
<b>Service Locations</b>	<a href="https://www.asus.com/nz/support/Service-Center/New Zealand/">https://www.asus.com/nz/support/Service-Center/New Zealand/</a> 

### ASUS Online Support Website:

<https://www.asus.com/au/support/>