

Thank you for purchasing ASUS Service Package. **Please activate the Service Package online within one (1) year from the purchase date of your ASUS product. Otherwise, this Service Package will expire if not registered within the specified period.** Once the customer or ASUS, upon the customer's request, activates the Service Package, there shall be no refund, credit or exchange for the Service Package.

1. Activation

- **Step 1: Become an Asus Member**

Go to the ASUS Member website at <http://vip.asus.com> and sign up to become an ASUS member. If you are already an ASUS member, proceed to Step 2.

- **Step 2: Register your Product**

Login to the ASUS Member website at <http://vip.asus.com> and click on "Product Registration" from the left side menu. Please fill in the form with relevant details of your Product. If you have registered, proceed to step 3

- **Step 3: Activate Service Package**

Click on "Warranty Extension Activation" at the left side menu and follow these instructions:

- a. Select the registered product for which you have bought the Service Package.
- b. Enter the **Contract Code** and **Password**.
- c. Click **Submit** to finish the process.

For corporate users ASUS will process registration and activation based on your product S/N list provided to ASUS.

2. General information

- A. The terms and conditions of the ASUS standard warranty shall apply to the extent that this document does not provide different terms. Please refer to your specific ASUS product Warranty Card included in your products packaging with regards to the local Standard ASUS Warranty Terms.
- B. This ASUS Service package is designed for ASUS products. The Service Package can only be purchased in the country where you originally bought your brand-new ASUS product from an authorized ASUS dealer or distributor. The service is only available in the country where the Service Package is purchased.
- C. The Service package is an upgrade to the standard product warranty and the warranty extension period will be calculated from the product's purchase date.
- D. You are required to keep both (i) the proof of purchase of the product and (ii) the proof of purchase of the Service Package for reference if future service requests are required.
- E. Only 1 (one) Service package of the same type can be applied for 1 (one) product. For technical hardware issues (excluding abnormal conditions, referred in later content) that cannot be resolved during ASUS online call and remote troubleshooting. ASUS will provide onsite technical support for the covered hardware to return it to its functional condition.
- F. This warranty is given independently of any statutory warranty that may apply in the country of purchase and does not affect or limit such statutory warranty in any manner whatsoever.

3. Service specification

- A. This warranty covers the hardware of your product. ASUS will provide technical support for the pre-installed software your ASUS product is supplied with to the extent that proper functioning of the hardware is concerned. For other problems with the software, we suggest you to check the user manual or ASUS support web site to carry out preliminary troubleshooting. Third party software may require support from such vendors.
- B. To obtain service, please contact ASUS via the designated support telephone numbers. The service is available during local working hours and local working days from Monday to Friday excluding public holidays. The holidays may vary according to country and geographic location.
- C. Before contacting ASUS technical support, ensure that you have your product in front of you and that it is turned on, if feasible. Please also be ready to provide the product serial number, the Service Package documents, the model name and proof of purchase.
- D. Upon ASUS technical support agents request the Customer will be required to support ASUS's remote problem resolution efforts. Remote support tools (where available) may be used to access the product with the aim to solve the occurred problem and conduct troubleshooting and remote assistance to identify the hardware failure.
- E. If the problem is not solved remotely, ASUS offers on site technical support for your product ASUS authorized representative will be sent to your location generally by the end of the next business day, subject to spare parts and local service availability. Customer is required to provide Asus authorized on site technician with access to Customer's facilities and Asus Products. Electricity, internet connection, Asus Driver CD/DVD (if delivered with the product), sufficient and safe space for the service is to be provided from Customer side.
- F. ASUS will, at its sole 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 refurbished parts or units. If we or our authorized service partner replace(s) defective parts under this warranty, then you agree in advance to transfer the ownership of the replaced defective parts to ASUS.
- G. In case the ASUS authorized representative will find the product on customer location to be outside of the warranty period or coverage (customer induced damage), a charge list will be issued to the customer and the service will only be provided against payment.

4. Customer responsibilities

- A. **Please 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.** You agree that ASUS may delete any data, software or programs installed on the product without restoring it. It shall be your own responsibility to prevent any permanent loss, damage or misuse of your data arising out of not creating a backup copy and deleting the data from the unit.
- B. Please also 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.

- C. You will be required on request of ASUS to support with troubleshooting of your product, which may include for example below types of actions
- Recovering the system to restore the operating system, drivers and software to the original configuration as the product had when shipped from the factory
 - Installing updates, patches or service packs
 - Running diagnostic tools and programs on your product
 - Allowing ASUS technical support agent to access your product with remote diagnostic tools (when available)
 - Performing other reasonable activities requested by ASUS, which will assist identifying or resolving the problems

5. Service Coverage

- A. This Service Package is only valid in the country of purchase as stated in section 2.B
- B. This Service Package only applies to ASUS products' original hardware build into the product excluding software, any parts not factory installed by ASUS, any external devices, accessories and bundled consumables, including but not limited to carry bags, support discs, cables & wires or mouse.
- C. The battery of the Product is regarded as a consumable part. Due to the battery's life cycle, there may be limited warranty coverage on this part. Battery warranty period is stated in the beginning of this document. Batteries outside of the warranty period will not be covered by this service package and will be subject to out of warranty service charge.
- D. The onsite service and response time may vary according to geographic location.
- E. All components or products repaired or replaced by ASUS or ASUS authorized representative will be under warranty for the remaining period of the product warranty but at least for 3 (three) months.
- F. To the extent permissible by the law ASUS and its affiliates or subcontractors shall not be liable for any incidental, special, or consequential damages.
- G. The extended service provided by this package does not include global support.

6. Exclusions and Limitations

The Service Package covers and offers service only to technical hardware issues during the service coverage and warranty period, and under normal use conditions. It does not apply to any software issue or customer induced damages or circumstances such as but not limited to the following:

- (1) The product has been tampered, repaired or modified by non-authorized personnel;
- (2) The serial number on the product, components or accessories has been altered, cancelled or removed;
- (3) The warranty seals have been broken or altered;
- (4) Damage to the product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, use under abnormal conditions, obsolescence, rust, change in color, texture or finish, wear and tear, gradual deterioration.
- (5) Fraud, theft, unexplained disappearance or willful act.
- (6) Damage (accidental or other) to the system that is cosmetic, meaning damage that does not impact the operation and functioning of the product.
- (7) Damage to the product caused by the product being installed or connected to a peripheral device that is neither-ASUS brand nor sold by ASUS
- (8) Damage to the product caused by improper installation or improper connection to a peripheral device such as printer, optical drive, network card, or USB device;
- (9) Damage to the product caused by an external electrical fault or any accident;
- (10) Damage to the product resulting from use outside of the operation or storage parameters or environment detailed in the ASUS product User's Manual;
- (11) Damage to the product resulting from use of parts not manufactured or sold by ASUS;
- (12) Damage to or loss of any program, data or removable storage media, or if there is costs involved in recovering any program or data;
- (13) Damage to the product caused by third party software or viruses; or
- (14) There is software loss or data loss that may occur during repair or replacement.