Acer LCD Monitor

User Guide

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Acer LCD Monitor User Guide
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Record the model number, serial number, purchase date and place of purchase information in the space provided below. The serial number and model number are recorded on the label affixed to your computer. All correspondence concerning your unit should include the serial number, model number and purchase information.

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Acer LCD Monitor User Guide

Model number: _____

Serial number: _____

Date of purchase: _____

Place of purchase: _____

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Information for your safety and comfort

Safety instructions

Read these instructions carefully. Keep this document for future reference. Follow all warnings and instructions marked on the product.

Special notes on LCD monitors

The following are normal with the LCD monitor and do not indicate a problem.

- Due to the nature of the fluorescent light, the screen may flicker during initial use. Turn off the power switch and then turn it on again to make sure the flicker disappears.
- You may find slightly uneven brightness on the screen depending on the desktop pattern you use.
- The LCD screen has 99.99% or more effective pixels. It may include blemishes of 0.01% or less such as a missing pixel or a pixel lit all the time.
- Due to the nature of the LCD screen, an afterimage of the previous screen may remain after switching the image, when the same image is displayed for hours. In this case, the screen is recovered slowly by changing the image or turning off the power switch for a few hours.

Cleaning your monitor

Please carefully follow these guidelines when cleaning the monitor:

- Always unplug the monitor before cleaning.
- Use a soft cloth to wipe the screen and cabinet front and sides.

Accessibility

Be sure that the power outlet you plug the power cord into is easily accessible and located as close to the equipment operator as possible. When you need to disconnect power from the equipment, be sure to unplug the power cord from the electrical outlet.

Safe listening

To protect your hearing, follow these instructions.

- Gradually increase the volume until you can hear it clearly and comfortably and without distortion.
- After setting the volume level, do not increase it after your ears have adjusted.
- Limit the amount of time listening to music at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.

Warnings

- Do not use this product near water.
- Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged.
- Slots and openings are provided for ventilation to ensure reliable operation of the product and to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug or other similar surface. This product should never be placed near or over a radiator or heat register, or in a built-in installation unless proper ventilation is provided.
- Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock. Never spill liquid of any kind onto or into the product.
- To avoid damage of internal components and to prevent battery leakage, do not place the product on a vibrating surface.
- Never use it under sporting, exercising, or any vibrating environment which will probably cause unexpected short current or damage internal devices.

Using electrical power

- This product should be operated from the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord.
- If an extension cord is used with this product, make sure that the total

ampere rating of the equipment plugged into the extension cord does not exceed the extension cord ampere rating. Also, make sure that the total rating of all products plugged into the wall outlet does not exceed the fuse rating.

- Do not overload a power outlet, strip or receptacle by plugging in too many devices. The overall system load must not exceed 80% of the branch circuit rating. If power strips are used, the load should not exceed 80% of the power strip's input rating.
- This product's power cord is equipped with a three-wire grounded plug. The plug only fits in a grounded power outlet. Make sure the power outlet is properly grounded before inserting the power cord plug. Do not insert the plug into a non-grounded power outlet. Contact your electrician for details.

Warning! The grounding pin is a safety feature. Using a power outlet that is not properly grounded may result in electric shock and/or injury.

Note: The grounding pin also provides good protection from unexpected noise produced by other nearby electrical devices that may interfere with the performance of this product.

- Use the product only with the supplied power supply cord set. If you need to replace the power cord set, make sure that the new power cord meets the following requirements: detachable type, UL listed/CSA certified, type SPT-2, rated 7 A 125 V minimum, VDE approved or its equivalent, 4.6 meters (15 feet) maximum length.

Product servicing

Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks. Refer all servicing to qualified service personnel.

Unplug this product from the wall outlet and refer servicing to qualified service personnel when:

- the power cord or plug is damaged, cut or frayed
- liquid was spilled into the product
- the product was exposed to rain or water
- the product has been dropped or the case has been damaged
- the product exhibits a distinct change in performance, indicating a need for service
- the product does not operate normally after following the operating instructions

Note: Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition.

Potentially explosive environments

Switch off your device in any area with a potentially explosive atmosphere and obey all signs and instructions. Potentially explosive atmospheres include areas where you would normally be advised to turn off your vehicle engine. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Switch off the device near gas pumps at service stations. Observe restrictions on the use of radio equipment in fuel depots, storage and distribution areas; chemical plants; or where blasting operations are in progress. Areas with a potentially explosive atmosphere are often, but not always, marked. They include below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), and areas where the air contains chemicals or particles such as grain, dust or metal powders.

Additional safety information

Your device and its enhancements may contain small parts. Keep them out of the reach of small children.

IT Equipment Recycling Information

Acer is strongly committed to environmental protection and views recycling, in the form of salvaging and disposal of used equipment, as one of the company's top priorities in minimizing the burden placed on the environment.

We at Acer are very conscious of the environmental effects of our business and strive to identify and provide the best working procedures to reduce the environmental impact of our products.

For more information and help when recycling, please go to this website:
http://www.acer-group.com/public/Sustainability/sustainability01.htm

Visit www.acer-group.com for further information on the features and benefits of our other products.

Disposal instructions

Do not throw this electronic device into the trash when discarding. To minimize pollution and ensure utmost protection of the global environment, please recycle. For more information on the Waste from Electrical and Electronics Equipment (WEEE) regulations, visit **http://global.acer.com/about/sustainability.htm**

Mercury advisory

For projectors or electronic products containing an LCD/CRT monitor or display:lamp(s) inside this product contain mercury and must be recycled or disposed of according to local, state or federal laws. For more information, contact the Electronic Industries Alliance at www.eiae.org. For lamp-specific disposal information, check www.lamprecycle.org.

LCD pixel statement

The LCD unit is produced with high-precision manufacturing techniques. Nevertheless, some pixels may occasionally misfire or appear as black or red dots. This has no effect on the recorded image and does not constitute a malfunction.

ENERGY STAR ®

Acer's ENERGY STAR qualified products save you money by reducing energy costs and helps protect the environment without sacrificing features or performance. Acer is proud to offer our customers products with the ENERGY STAR mark.

What is ENERGY STAR?

Products that are ENERGY STAR qualified use less energy and prevent greenhouse gas emissions by meeting strict energy efficiency guidelines set by the U.S. Environmental Protection Agency. Acer is committed to offer products and services worldwide that help customers save money, conserve energy and improve the quality of our environment. The more energy we can save through energy efficiency, the more wereduce greenhouse gases and the risks of climate change. More information refers to

http://www.energystar.gov or http://www.energystar.gov/powermangement

Acer ENERGY STAR qualified products:

- Produce less heat and reduce cooling loads, and warmer climates.
- Automatically go into "display sleep" and "computer sleep" mode after 15 and 30 minute of inactivity respectively.
- Wake the monitor when it is in Active Off mode , move the mouse or press any keyboard key.
- Computers will save more than 80% energy at "sleep" mode.

ENERGY STAR and the ENERGY STAR mark are registered U.S. marks

This product has been shipped enabled for power management:

- Activate display's Sleep mode within 15 minutes of user inactivity.
- Activate computer's Sleep mode within 30 minutes of user inactivity.
- Wake the computer from Sleep mode by pushing the power button.

Tips and information for comfortable use

Computer users may complain of eyestrain and headaches after prolonged use. Users are also at risk of physical injury after long hours of working in front of a computer. Long work periods, bad posture, poor work habits, stress, inadequate working conditions, personal health and other factors greatly increase the risk of physical injury.

Incorrect computer usage may lead to carpal tunnel syndrome, tendonitis, tenosynovitis or other musculoskeletal disorders. The following symptoms may appear in the hands, wrists, arms, shoulders, neck or back:

- numbness, or a burning or tingling sensation
- aching, soreness or tenderness
- pain, swelling or throbbing
- stiffness or tightness
- coldness or weakness

If you have these symptoms, or any other recurring or persistent discomfort and/or pain related to computer use, consult a physician immediately and inform your company's health and safety department.

The following section provides tips for more comfortable computer use.

Finding your comfort zone

Find your comfort zone by adjusting the viewing angle of the monitor, using a footrest, or raising your sitting height to achieve maximum comfort. Observe the following tips:

- refrain from staying too long in one fixed posture
- avoid slouching forward and/or leaning backward
- stand up and walk around regularly to remove the strain on your leg muscles

Taking care of your vision

Long viewing hours, wearing incorrect glasses or contact lenses, glare, excessive room lighting, poorly focused screens, very small typefaces and low-contrast displays could stress your eyes. The following sections provide suggestions on how to reduce eyestrain.

Eyes

- Rest your eyes frequently.
- Give your eyes regular breaks by looking away from the monitor and focusing on a distant point.
- Blink frequently to keep your eyes from drying out.

Display

- Keep your display clean.
- Keep your head at a higher level than the top edge of the display so your eyes point downward when looking at the middle of the display.
- Adjust the display brightness and/or contrast to a comfortable level for enhanced text readability and graphics clarity.
- Eliminate glare and reflections by:
    - placing your display in such a way that the side faces the window or any light source
    - minimizing room light by using drapes, shades or blinds
    - using a task light
    - changing the display's viewing angle

- using a glare-reduction filter
- using a display visor, such as a piece of cardboard extended from the display's top front edge

- Avoid adjusting your display to an awkward viewing angle.
- Avoid looking at bright light sources, such as open windows, for extended periods of time.

Developing good work habits

Develop the following work habits to make your computer use more relaxing and productive:

- Take short breaks regularly and often.
- Perform some stretching exercises.
- Breathe fresh air as often as possible.
- Exercise regularly and maintain a healthy body.

Declaration of Conformity

CE

We,

Acer Incorporated
8F, 88, Sec. 1, Hsin Tai Wu Rd., Hsichih, Taipei Hsien 221, Taiwan

Contact Person: Mr. Easy Lai
Tel: 886-2-8691-3089 Fax: 886-2-8691-3120
E-mail: easy_lai@acer.com.tw
Hereby declare that:

Product: **23" LCD Monitor**
Trade Name: Acer or eMachines or Gateway or packard bell
Model Number: **H233H**
SKU Number: **H233Hxxxx (x can be 0-9, A-Z or blank)**

Is compliant with the essential requirements and other relevant provisions of the following EC directives, and that all the necessary steps have been taken and are in force to assure that production units of the same product will continue comply with the requirements.

EMC Directive 2004/108/EC as attested by conformity with the following harmonized standards:

- EN55022:2006,AS/NZS CISPR22:2006, Class B
- EN55024:1998 + A1:2001 + A2:2003
- EN61000-3-2:2006, Class D
- EN61000-3-3:1995 + A1:2001+A2:2005

Low Voltage Directive 2006/95/EC as attested by conformity with the following harmonized standard:

- EN60950-1:2001 + A11:2004

RoHS Directive 2002/95/EC on the Restriction of the Use of certain Hazardous Substances in Electrical and Electronic Equipment.

Year to begin affixing CE marking 2009.

Easy Lai
Easy Lai / Director
Acer Computer (Shanghai) Limited

Feb. 27, 2009
Date

Federal Communications Commission Declaration of Conformity

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

The following local manufacturer/importer is responsible for this declaration:

Product name:	LCD Monitor
Model number:	H233H ("x" = 0 - 9, a - z, or A - Z or blank)
SKU number:	H233Hxxx ("x" = 0 - 9, a - z, or A - Z or blank)
Name of responsible party:	Acer America Corporation
Address of responsible party:	333 West San Carlos St. San Jose, CA 95110 USA
Contact person:	Acer Representative
Tel:	1-254-298-4000
Fax:	1-254-298-4147

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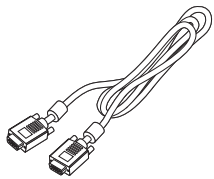
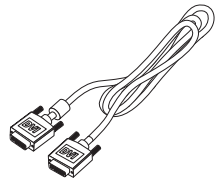
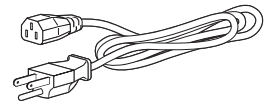
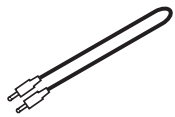
Unpacking

Please check that the following items are present when you unpack the box, and save the packing materials in case you need to ship or transport the monitor in the future.

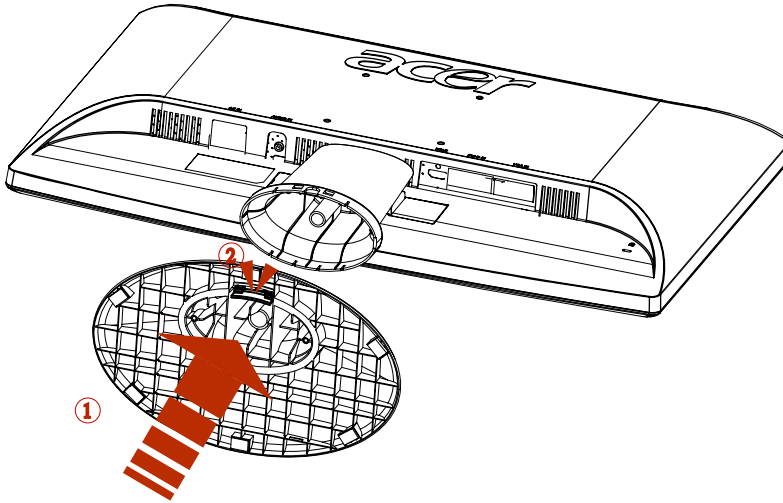
LCD monitor	User guide	Quick start guide

D-sub cable	DVI cable	AC power cord
		

Audio Cable


Attaching the base (for selected models)

Note: Remove the monitor and monitor base from its packaging. Carefully place the monitor face-down on a stable surface -- use a cloth to avoid scratching the screen.



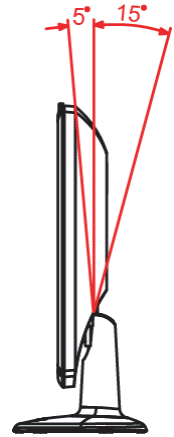
1 Attach the the monitor stand arm to the base.

2 Ensure that the base is locked onto the monitor stand arm.

Note: Take care when performing the installation to avoid injuring yourself.

Screen position adjustment

To optimize the viewing position, you can adjust the monitor tilt, using both of your hands to hold the edges of the monitor. The monitor can be adjusted to 15 degrees up or 5 degrees down.



Connecting the power cord

- Check first to make sure that the power cord you use is the correct type required for your area.
- The monitor has a universal power supply that allows operation in either 100/120 V AC or 220/240 V AC voltage area. No user-adjustment is required.
- Plug one end of the power cord to the AC inlet, and plug the other end into an AC outlet.
- For units using 120 V AC:
  Use a UL-listed cord set, type SVT wire and plug rated 10 A/125 V.
- For units using 220/240 V AC:
  Use a cord set consisting of H05VV-F cord and plug rated 10 A/250 V. The cord set should have the appropriate safety approvals for the country in which the equipment will be installed.

Power saving

The monitor will be switched to "power saving" mode by the control signal from the display controller, as indicated by the amber-colored power LED.

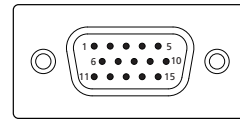
Mode	LED light
On	White
Power saving	Amber

The power saving mode will be kept until a control signal has been detected or the keyboard or mouse is activated. The recovery time from "power saving" mode back to "on" is around 3 seconds.

Display Data Channel (DDC)

To make installation easier, so long as your system supports the DDC protocol, the monitor is able to plug-and-play. The DDC is a communication protocol through which the monitor automatically informs the host system about its capabilities; for example, supported resolutions and corresponding timing. The monitor supports the DDC2B standard.

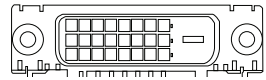
Connector pin assignment



15-pin color display signal cable

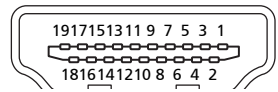
PIN No.	Description	PIN No.	Description
1	Red	9	+5 V
2	Green	10	Logic ground
3	Blue	11	Monitor ground
4	Monitor ground	12	DDC-serial data
5	DDC-return	13	H-sync
6	R-ground	14	V-sync
7	G-ground	15	DDC-serial clock
8	B-ground		

24-pin color display signal cable



PIN No.	Description	PIN No.	Description
1	TMDS data 2-	13	NC
2	TMDS data 2+	14	+5 V power
3	TMDS data 2/4 shield	15	GND (return for +5 V hsync.vsync)
4	NC	16	Hot-plug detection
5	NC	17	TMDS data 0-
6	DDC clock	18	TMDS data 0+
7	DDC data	19	TMDS data 0/5 shield
8	NC	20	NC
9	TMDS data 1-	21	NC
10	TMDS data 1+	22	TMDS clock shield
11	TMDS data 1/3 shield	23	TMDS clock+
12	NC	24	DDC TMDS clock-

19-pin color display signal cable*



PIN No.	Description	PIN No.	Description
1	TMDS Data2+	2	TMDS Data2 Shield
3	TMDS Data2–	4	TMDS Data1+
5	TMDS Data1 Shield	6	TMDS Data1–
7	TMDS Data0+	8	TMDS Data0 Shield
9	TMDS Data0–	10	TMDS Clock+
11	TMDS Clock Shield	12	TMDS Clock–
13	CEC	14	Reserved (N.C. on device)
15	SCL	16	SDA
17	DDC/CEC Ground	18	+5V Power
19	Hot Plug Detect		

* only for certain models

Standard timing table

	Mode	Resolution		
1	VGA	640x480	60	Hz
2	MAC	640x480	66.7	Hz
3	VESA	720x400	70	Hz
4	SVGA	800x600	56	Hz
5		800x600	60	Hz
6	XGA	1024x768	60	Hz
7		1024x768	70	Hz
8	VESA	1152x864	75	Hz
9	SXGA	1280x1024	60	Hz
10	WXGA	1280x800	60	Hz
11	WXGA+	1440x900	60	Hz
12	UXGA	1920x1080	60	Hz

Installation

To install the monitor on your host system, please follow the steps below:

Steps

1 Connect the video cable

   a Make sure both the monitor and computer are switched off.

   b Connect the VGA video cable to the computer.

   c Connect the digital cable (only for dual-input models).

      (1) Make sure both the monitor and computer are switched off.

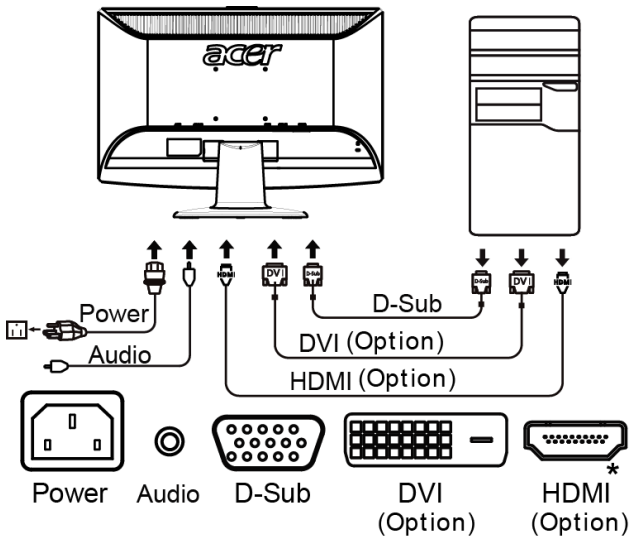
      (2) Connect one end of the 24-pin DVI* cable to the back of the monitor and the other end to the computer's port.

      (3) Connect one end of the 19-pin HDMI* cable to the back of the monitor and the other end to the computer's port.

2 Connect the power cord
Connect the power cord to the monitor, then to a properly grounded AC outlet.

3 Turn on the monitor and computer
Turn on the monitor first, then the computer. This sequence is very important.

4 If the monitor does not function properly, please refer to the troubleshooting section to diagnose the problem



* for selected models

Users controls

Front panel controls

Icon	Item	Description
⏻	Power button/ indicator	Turns the monitor on/off. White indicates power on. Amber indicates standby/power saving mode.
◄/►	Minus / Plus	If the OSD is active, press the **Minus** or **Plus** buttons to toggle between the OSD options.
MENU	OSD functions	Press to view the OSD. Press again to enter a selection in the OSD. Please refer to "Adjusting the OSD settings" on page 11 for more details.
AUTO	Auto adjust button/Exit	If the OSD is active, press **Auto** to exit the OSD. Once the OSD is inactive, press **Auto** and the monitor will automatically optimize the display position, focus, and clock of your display.
e	Empowering Key	Press the Empowering Key to open the Acer eColor Management OSD and access the scenario modes. Please refer to "Acer eColor Management" on page 10 for more details.
INPUT	Input Key	Use Input key to select between three different video source that may be connected to your monitor. (a) VGA input (b) DVI-D input (c) HDMI input As you cycle through the inputs you will see the following messages on right top side of screen to indicate currently selected input source. It may take 1 or 2 seconds for the image to appear . VGA or DVI-D or HDMI If either VGA or DVI-D input is selected and both VGA and DVI-D cables are not connected, a floating dialog box as shown below appears: "No Cable Connect" or "No Signal"

Acer eColor Management

Operation instructions

1 Press the e Empowering Key to open the Acer eColor Management OSD and access the scenario modes.

2 Press " ◄ " or " ► " to select the mode.

3 Press the Auto-adjust button to confirm the mode and exit Acer eColor Management.

Features and benefits

Main menu icon	Sub menu item	Description
	User mode	User-defined. Settings can be fine-tuned to suit any situation.
	Text mode	Optimal balance of brightness and contrast to prevent eyestrain. The most comfortable way to read onscreen text.
	Standard mode	Default settings. Reflects native display capability.
	Graphic mode	Enhances colors and emphasizes fine detail. Pictures and photographs appear in vibrant colors with sharp detail.
	Movie mode	Displays scenes in clearest detail. Presents great visuals, even in unsuitably-lit environments.

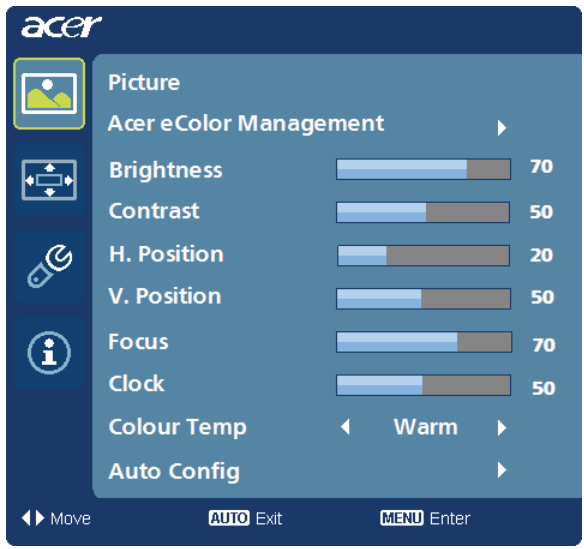
Adjusting the OSD settings

Note: The following content is for general reference only. Actual product specifications may vary.

The OSD can be used for adjusting the settings of your LCD Monitor.

Press the **Menu** key to open the OSD. You can use the OSD to adjust the picture quality, OSD position and general settings. For advanced settings, please refer to following page:

Adjusting the picture quality



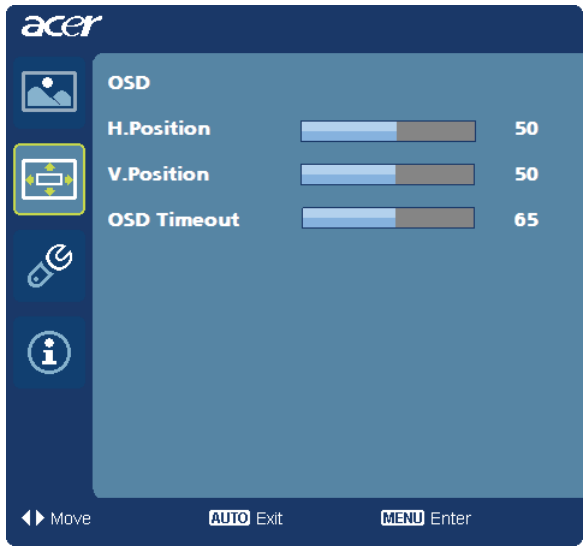
1 Press the Menu key to bring up the OSD.

2 Using the ◄/► keys, select Picture from the OSD. Then navigate to the picture element you wish to adjust.

3 Use the ◄/► keys to adjust the sliding scales.

4 The Picture menu can be used to adjust the current Brightness, Contrast, Colour Temp, Auto Config and other image-related qualities.

Adjusting the OSD position



1 Press the Menu key to bring up the OSD.

2 Using the directional keys, select OSD from the onscreen display. Then navigate to the feature you wish to adjust.

Adjusting the setting

1 Press the Menu key to bring up the OSD.

2 Using the ◄/► keys, select Setting from the OSD. Then navigate to the feature you wish to adjust.

3 The Setting menu can be used to adjust the screen Menu Language and other important settings.

Product information

1 Press the Menu key to bring up the OSD.

2 Using the ◄/► keys, select Information from the OSD. Then the basic information of LCD monitor will show up for current input.

Troubleshooting

Before sending your LCD monitor for servicing, please check the troubleshooting list below to see if you can self-diagnose the problem.

VGA mode

Problem	LED status	Remedy
No picture visible	White	Using the OSD, adjust brightness and contrast to maximum or reset to their default settings.
	Off	Check the power switch. Check if the power cord is properly connected to the monitor.
	Amber	Check if the video signal cable is properly connected at the back of monitor. Check if the computer system is switched on and in power saving/ standby mode.
Unstable picture		Check if the specification of graphics adapter and monitor is in compliance which may be causing the input signal frequency mismatch.
Abnormal picture	Image is missing, off-center, too large or too small on the screen.	Using the OSD, adjust focus, clock, H-position and V-position with non-standard signals. Check the display setting on your system. In case of a missing image, please select another resolution or vertical refresh rate. Wait for a few seconds after adjusting the size of the image before changing or disconnecting the signal cable or switching off the monitor.

DVI/HDMI* mode

Problem	LED status	Remedy
No picture visible	White	Using the OSD, adjust brightness and contrast to maximum or reset to their default settings.
	Off	Check the power switch. Check if the AC power cord is properly connected to the monitor.
	Amber	Check if the video signal cable is properly connected at the back of monitor. Check that the computer system is switched on and in power saving/ standby mode.

* for selected models

ACER LIMITED WARRANTY AGREEMENT

Warranty Length/Type	**3 Year Limited: Parts & Labor, Mail In or Carry In**
Hardware Technical Support	**3 Year**
Software Support	**90 days**
Service Website	**http://www.acersupport.com**
Service Phone Number	**866-695-2237 (United States)** **866-706-2237 (Canada)**

[Binding Arbitration provisions are not applicable to Quebec consumers]
THIS AGREEMENT CONTAINS A MANDATORY AND BINDING ARBITRATION PROVISION IN WHICH YOU AND ACER AGREE TO RESOLVE ANY DISPUTES BETWEEN YOU AND ACER BY BINDING ARBITRATION. PLEASE SEE SECTION 9 BELOW.

This Agreement ("Agreement") is between the original purchaser ("You") and Acer America Corporation ("Acer") and applies to Acer branded products ("Products") and services purchased in the U.S. or Canada by You from Acer or any of its subsidiaries or affiliates or an Acer authorized reseller ("Reseller"). This limited warranty is valid only in the U.S. and Canada. This limited warranty extends only to You, the original purchaser, and is not transferable to anyone who subsequently purchases, leases, or otherwise obtains the Product from You. This limited warranty does not cover software or non-Acer branded products (e.g., printers, scanners, etc.).

The term of this Limited Warranty (the "Limited Warranty Period") is identified in the reference table included with this Agreement ("Warranty Reference Table") and shall apply to all Products with the exception of lamps purchased with projectors. If You have purchased a projector, the lamp is warranted for a period of ninety (90) days. If You have purchased a Product that includes a rechargeable battery, Acer warrants that the battery will be free from defects in material and workmanship for the shorter of (a) the period set forth in the Warranty Reference Table or (b) one (1) year from the date of purchase of the Product that uses the battery. As with all batteries, the maximum capacity of the battery included in the Product will decrease with time or use. The battery warranty does not cover changes in battery capacity. Your battery is only warranted from defects in materials or workmanship resulting in failure. Battery life is not warranted and will vary depending on Product configuration and usage including, but not limited to Product model, applications running, power management settings, and Product features. The Limited Warranty Period commences on the date of purchase by You. Your original purchase invoice (sales receipt) showing the date of purchase of the Product is your proof of the date of purchase.

1. Product Limited Warranty. Acer warrants that its Products will be free from defects in materials and workmanship for the Limited Warranty Period. During the Limited Warranty Period, Acer will, at its option: (i) provide replacement parts necessary to repair the Product; (ii) repair the Product or replace it with a comparable product; or (iii) refund the amount You paid for the Product, LESS DEPRECIATION, upon its return. Replacement parts and Products will be new or serviceably used, comparable in function and performance to the original part or Product and warranted for the remainder of the original warranty period or, if longer, 90 days after they are shipped to You.

2. Hardware Technical Support. During the Limited Warranty Period, Acer will provide Product technical support. After the expiration of the Limited Warranty Period, hardware technical support is available for a fee. The fee will be charged to your credit card when You call technical support.

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Please note that when contacting Acer via telephone, long distance and other charges may apply, depending upon your calling area. The scope of technical support consists of helping You diagnose and resolve problems with defects in Products covered by this Agreement, and reinstalling the factory-installed operating system and software to restore it to the original factory configuration. Acer may provide technical support via on-line, telephone and other methods. Acer may change the means through which it provides technical support at any time without notice to You.

3. Software Support for Operating System Software. Acer is not the manufacturer of the software or operating system and does not guarantee that software or operating systems will be free from errors, either in isolation or in combination with hardware. For your Product, Acer will assist the original purchaser with (i) installation of any operating system software purchased from Acer; (ii) configuration of the operating system software; (iii) setup of the operating system software; and (iv) troubleshooting issues associated with the operating system software.

4. Limitations and Exclusions.

THIS LIMITED WARRANTY DOES NOT COVER AND ACER IS NOT RESPONSIBLE FOR:

- DELIVERY OR INSTALLATION, OR LABOR CHARGES FOR INSTALLATION OR SETUP OF THE PRODUCT, ADJUSTMENT OF CUSTOMER CONTROLS ON THE PRODUCT, AND INSTALLATION OR REPAIR OF ANTENNA SYSTEMS OUTSIDE OF THE PRODUCT;
- DAMAGES CAUSED BY MISUSE, ABUSE, ACCIDENTS, FIRE, THEFT, DISAPPEARANCE, MISPLACEMENT, FLUCTUATIONS AND POWER SURGES, CONNECTIONS TO IMPROPER VOLTAGE OR INCORRECT ELECTRICAL LINE VOLTAGE, VIRUSES, MALWARE, RECKLESS, WILLFUL, OR INTENTIONAL CONDUCT;
- DAMAGES CAUSED BY SERVICING NOT AUTHORIZED BY ACER;
- DAMAGES CAUSED BY USAGE THAT IS NOT IN ACCORDANCE WITH PRODUCT INSTRUCTIONS OR USER MANUALS, FAILURE TO FOLLOW THE PRODUCT INSTRUCTIONS OR USER MANUALS OR FAILURE TO PERFORM CLEANING OR PREVENTIVE MAINTENANCE;
- DAMAGE CAUSED BY A PRODUCT OR PART THAT HAS BEEN MODIFIED TO ALTER FUNCTIONALITY OR CAPABILITY WITHOUT THE WRITTEN PERMISSION OF ACER;
- DAMAGES CAUSED BY THE COMBINATION OF ACER BRANDED PRODUCTS WITH OTHER NON-ACER BRANDED PRODUCTS, ACCESSORIES, PARTS OR COMPONENTS (INCLUDING SIMS CARDS OR MEMORY CARDS) OR USE OF PRODUCTS, EQUIPMENT, SYSTEMS, UTILITIES, SERVICES, PARTS, SUPPLIES, ACCESSORIES, APPLICATIONS, INSTALLATIONS, REPAIRS, EXTERNAL WIRING OR CONNECTORS NOT SUPPLIED OR AUTHORIZED BY ACER WHICH DAMAGE THIS PRODUCT OR RESULT IN SERVICE PROBLEMS;
- SIGNAL ISSUES, RECEPTION PROBLEMS AND DISTORTION RELATED TO NOISE, ECHO, INTERFERENCE OR OTHER SIGNAL TRANSMISSION AND DELIVERY PROBLEMS;
- RESULTS OF NORMAL USAGE, SUCH AS GRADUAL IMAGE DEGRADATION, UNEVEN SCREEN AGING, BURNED-IN IMAGES AND PIXEL FAILURE WITHIN DESIGNED SPECIFICATIONS OR THAT DO NOT MATERIALLY ALTER THE PRODUCTS FUNCTIONALITY;
- UNINTERRUPTED OR ERROR-FREE OPERATION OF THE PRODUCT;
- SOFTWARE, INCLUDING THE OPERATING SYSTEM AND SOFTWARE ADDED TO YOUR PRODUCT THROUGH OUR FACTORY-INTEGRATION SYSTEM, THIRD-PARTY SOFTWARE, OR THE RELOADING OF SOFTWARE;

- ANY EQUIPMENT OR COMPONENTS THAT WERE NOT INCLUDED IN YOUR PRODUCT AS ORIGINALLY SOLD TO YOU;
- LOSS OF DATA;
- NORMAL WEAR AND TEAR;
- MINOR IMPERFECTIONS THAT MEET DESIGN SPECIFICATIONS;
- COSMETIC DAMAGE OR EXTERIOR FINISH THAT DOES NOT AFFECT FUNCTIONALITY INCLUDING BUT NOT LIMITED TO SCRATCHED OR CRACKED DISPLAYS;
- PRODUCTS WHERE THE ACER SERIAL NUMBER IS MISSING, ALTERED OR DEFACED;
- EXTERNAL SPEAKERS, KEYBOARDS AND MICE;
- WIRELESS DATA SERVICES PROVIDED BY THIRD PARTY PROVIDERS;
- DAMAGE CAUSED AS A RESULT OF IMPROPER TRANSPORTATION OR PACKING/PACKAGING WHEN RETURNING THE PRODUCT TO ACER OR AN ACER AUTHORIZED SERVICE PROVIDER;
- A PRODUCT THAT REQUIRES MODIFICATION OR ADAPTATION TO ENABLE IT TO OPERATE IN ANY COUNTRY OTHER THAN THE COUNTRY FOR WHICH IT WAS DESIGNED, MANUFACTURED, APPROVED AND/OR AUTHORIZED, OR REPAIR OF PRODUCTS DAMAGED BY THESE MODIFICATIONS.

ANY WARRANTY APPLICABLE TO SOFTWARE, INCLUDING OPERATING SYSTEMS, OR NON-ACER BRANDED PRODUCTS IS PROVIDED BY THE ORIGINAL MANUFACTURER.

5. Registration. Registration of your Product helps Acer better serve You. Acer encourages You to register your Product within thirty (30) days of the original purchase in order to receive prompt service and support coverage should You need it. To register go to http://www.acersupport.com and choose “Register Your System.” In accordance with applicable law, Acer may require that You furnish proof of purchase details and/or comply with registration requirements before receiving warranty service.

6. Instructions for Obtaining Warranty Service. For specific instructions on how to obtain warranty service for your Product, please refer to the Warranty Reference Table contained in this booklet and go to http://www.acersupport.com

To obtain warranty service:

- You must assist Acer in diagnosing issues with your Product and follow Acer’s warranty processes.
- You must obtain warranty service from Acer or an Acer Authorized Service Center. Acer will not reimburse You for service performed by others.
- If Acer decides that You need a replacement part(s) or replacement Product, Acer may require a credit card authorization or other security to receive replacement part(s) or Product and may require You to pay the cost of shipping the replacement part(s) or Product to You and the cost of returning the defective part or Product to Acer. Acer will then authorize shipment of the required part(s) or Product to You.
- You may be required to deliver and retrieve your Product to and from Acer or an Acer Authorized Service Center at your expense. When sending a Product to Acer or the Acer Authorized Service Center, You must deliver the Product, freight prepaid, in either its original packaging or packaging affording an equal degree of protection. You are responsible for properly packaging your Product, paying all shipping costs, insurance costs, loss or damage to the Product during shipping, and any other taxes, fees, duties or charges associated with transporting the Product to Acer or an Acer Authorized Service Center. **YOU ARE**

RESPONSIBLE FOR ANY DAMAGE TO YOUR ACER PRODUCT DURING SHIPMENT TO ACER OR AN ACER AUTHORIZED SERVICE CENTER.

- Before providing your Product to Acer or an Acer Authorized Service Center for service, remove any confidential, proprietary or personal information, and removable media, such as disks, CDs, or PC Cards.
- If Acer asks You to return defective parts or Products, You must do so within 15 days after You receive the replacement parts or Products. If You fail to return the replacement part(s) or Product as instructed, Acer will charge the credit card for the authorized amount. All exchanged parts and Products replaced under this Agreement will become the property of Acer.

IT IS YOUR RESPONSIBILITY TO BACK UP THE CONTENTS OF YOUR HARD DRIVE BEFORE SERVICES ARE PERFORMED AND REMOVE ANY DATA FROM PARTS OR PRODUCTS RETURNED TO ACER OR AN ACER AUTHORIZED SERVICE CENTER, INCLUDING ANY DATA YOU HAVE STORED OR SOFTWARE YOU HAVE INSTALLED ON THE HARD DRIVE. It is possible that the contents of your hard drive will be lost or reformatted in the course of service and Acer will not be responsible for any damage to or loss of any programs, data, or other information stored on any media or any part of any Product serviced. IF DURING THE REPAIR OF THE PRODUCT THE CONTENTS OF THE HARD DRIVE ARE ALTERED, DELETED, OR IN ANY WAY MODIFIED, ACER IS NOT RESPONSIBLE FOR ANY LOSS OF YOUR DATA WHATSOEVER. YOUR PRODUCT WILL BE RETURNED TO YOU CONFIGURED TO THE ORIGINAL FACTORY CONFIGURATION (SUBJECT TO AVAILABILITY OF SOFTWARE).

7. Implied Warranties. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Commercial Purchasers: Acer extends the above limited warranty to purchasers of Products for industrial, commercial and business use upon the same terms and conditions and exclusions applicable to consumer purchasers. **HOWEVER, WITH RESPECT TO COMMERCIAL PURCHASERS, ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT, ARE EXCLUDED AND DISCLAIMED.**

8. Limitation of Liability. ACER SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY. ACER'S MAXIMUM LIABILITY IS LIMITED TO THE PURCHASE PRICE YOU PAID FOR PRODUCTS OR SERVICES PLUS INTEREST ALLOWED BY LAW. ACER IS NOT LIABLE TO YOU FOR EVENTS BEYOND ACER'S CONTROL , SUCH AS ACTS OF GOD, VIRUSES, PROPERTY DAMAGE, LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA OR OTHER CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, HOWSOEVER CAUSED, WHETHER FOR BREACH OF WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE.

Some states or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations may not apply to You. This Agreement gives You specific legal rights and You may have other rights which vary from state to state, jurisdiction to jurisdiction or province to province.

9. Binding Arbitration. [BINDING ARBITRATION PROVISIONS ARE NOT APPLICABLE TO QUEBEC CONSUMERS] THIS AGREEMENT PROVIDES THAT ALL DISPUTES BETWEEN YOU AND ACER WILL BE RESOLVED BY MANDATORY AND BINDING ARBITRATION TO THE FULLEST EXTENT PROVIDED BY LAW. YOU AND ACER THEREFORE GIVE UP YOUR RIGHT TO GO TO COURT TO ASSERT OR DEFEND YOUR RIGHTS UNDER THIS AGREEMENT (EXCEPT FOR MATTERS THAT MAY BE TAKEN TO SMALL CLAIMS COURT AS FURTHER SET FORTH BELOW IN THIS SECTION 9).

To the fullest extent provided by law, and except as otherwise provided below, You and Acer agree that any Dispute (as further defined below in this Section 9) between You and Acer will be resolved exclusively and finally by binding arbitration administered by the American Arbitration Association (AAA) and conducted in accordance with the AAA's Supplementary Procedures for Consumer-Related Disputes of the Commercial Arbitration Rules and the Consumer Due Process Protocol. **YOUR RIGHTS WILL THEREFORE BE DETERMINED BY A NEUTRAL ARBITRATOR AND NOT A JUDGE OR JURY.** You and Acer will agree on another arbitration forum, as well as procedures under which the arbitration will be conducted, if AAA ceases operations.

The arbitration will be conducted before a single arbitrator, and will be limited solely to the Dispute between You and Acer. Arbitration is a process whereby a dispute is submitted to an arbitrator, for a final and binding determination, known as the award. The arbitrator is an individual, similar to a judge, who reviews and weighs evidence provided by both parties, and renders an award enforceable in court. Arbitrator decisions are as enforceable as any court order and are subject to VERY LIMITED REVIEW BY A COURT. **YOU ACKNOWLEDGE THAT, BY WAY OF THIS AGREEMENT, YOU AND ACER WAIVE ALL RIGHTS TO A JURY TRIAL.**

The arbitration, or any portion of it, will not be consolidated with any other arbitration and will not be conducted on a class-wide or class-action basis. The arbitration shall be held at any reasonable location near your residence by submission of documents, by telephone, online or in person, whichever method of presentation You choose.

Under the AAA Supplementary Procedures for Consumer-Related Dispute and Consumer Due Process Protocol, You retain the right to seek relief in a small claims court for Disputes within the scope of the small claims court's jurisdiction. The small claims action, or any portion of it, will not be consolidated with any other action and will not be conducted on a class-wide or class-action basis.

If You prevail in the arbitration of any Dispute with Acer, Acer will reimburse You for any fees You paid to AAA in connection with the arbitration. **ANY DECISION RENDERED IN SUCH ARBITRATION PROCEEDINGS WILL BE FINAL AND BINDING ON THE PARTIES, AND JUDGMENT MAY BE ENTERED THEREON IN ANY COURT OF COMPETENT JURISDICTION.**

YOU UNDERSTAND THAT, IN THE ABSENCE OF THIS PROVISION, YOU WOULD HAVE HAD A RIGHT TO LITIGATE DISPUTES THROUGH A COURT, INCLUDING THE RIGHT, IF ANY, AND SUBJECT TO THE RULES OF YOUR JURISDICTION, TO LITIGATE CLAIMS ON A CLASS-WIDE OR CLASS-ACTION BASIS, AND THAT YOU HAVE EXPRESSLY AND KNOWINGLY WAIVED THOSE RIGHTS AND AGREED TO RESOLVE ANY DISPUTES IN ACCORDANCE WITH THE PROVISIONS OF THIS SECTION. If this specific provision is found to be unenforceable, then the entirety of this arbitration provision shall be null and void.

This provision shall be governed by the Federal Arbitration Act, 9 U.S.C. Section 1, *et seq*. For the purposes of this Agreement, the term "Dispute" means any dispute, controversy, or claim arising out of or relating to (i) this Agreement, its interpretation, or the breach, termination, applicability or validity thereof; (ii) the related order for, purchase, delivery, receipt or use of any product or service from Acer; or (iii) any other dispute arising out of or relating to the relationship between You and Acer, its parents, subsidiaries, affiliates, directors, officers, employees, beneficiaries, agents, assigns, component suppliers (both hardware and software), and/ or any third party who provides products or services purchased from or distributed by Acer. The term "You" means the original purchaser and those in privity with the original purchaser, such as family members or beneficiaries.

Further information may be obtained from the AAA on line at www.adr.org, by calling 800-778-7879, or writing to American Arbitration Association, 1633 Broadway, 10th Floor, New York, NY, 10019.

10. Out of Warranty Repairs. Any services provided to You by Acer that are not within the scope of the Product Limited Warranty or that are not covered by an extended service plan are governed by this Agreement and are otherwise subject to the terms of the Acer out-of-warranty service procedures and any applicable service order. For a period of ninety (90) days after services are performed, Acer warrants that services provided by it were performed in a professional and workmanlike manner. If your problem recurs within the 90-day service warranty period, Acer will, at its option, (i) re-perform the services, (ii) replace the Product pursuant to the terms of this Agreement, (iii) permit You to return the Product and issue a refund pursuant to the terms of this Agreement, (iv) refund the amount You paid for the services. If You purchased an extended service plan from Acer or from a third party, please refer to the extended service plan for its coverage, duration and terms of service.

11. General. Acer and its subsidiaries and affiliates are intended beneficiaries of this Agreement. Any inconsistency between this Agreement and any other agreement included with or relating to products or services purchased from Acer, other than an extended service plan, shall be governed by this Agreement. This Agreement may not be modified, altered or amended without the written agreement of Acer which specifically states that the writing is intended to modify, alter or amend this Agreement. Any additional or altered terms shall be null and void, unless expressly agreed to in writing by Acer. If any term of this Agreement is illegal or unenforceable, the legality and enforceability of the remaining provisions shall not be affected or impaired. **[The exclusivity of the following provision is not applicable to Quebec consumers] THIS AGREEMENT AND ANY SALES THEREUNDER SHALL BE GOVERNED BY THE LAWS OF THE STATE OF TEXAS, WITHOUT REGARD TO CONFLICTS OF LAWS RULES.**

12. Privacy Notice. You can review Acer's Privacy Policy on our web site, located at http://www.acerpanam.com. Acer will maintain and use your customer information in accordance with its Privacy Policy.

13. For Residents of Canada: This Agreement is subject to the applicable provisions of Canadian consumer protection laws that cannot be derogated from by private agreement or which may prohibit the application of any provision or stipulation herein. To the extent that any stipulation or provision is so prohibited it: i) shall be construed as if it had been omitted from this Agreement; (ii) will not affect the legality, validity or enforceability of that provision in any other jurisdiction; and (iii) the remaining terms and provisions of this Agreement shall remain in full force and effect. Without limiting the generality of the foregoing and notwithstanding anything to the contrary contained herein, for residents of Quebec, British Columbia and Ontario the waiver set out in Section 9 of this warranty does not apply and You retain the right to litigate disputes

before a court, including the right, subject to the rules of your jurisdiction, to litigate claims on a class-action basis.

14. International Support: You must comply with all applicable export laws and regulations if You export the product from the United States or Canada. Acer does not accept for return any products purchased from a reseller. Customers outside the United States are responsible for paying all freight and brokerage charges incurred in shipping, importing/exporting and receiving replacement products and parts and for arranging and paying for the shipment of any defective part(s) back to Acer. All international customers are responsible for all customs duties, VAT, GST and other associated taxes and charges.

Please send correspondence about this Agreement to:

Acer Customer Service
P.O. Box 6137
Temple, TX 76503

Current information on technical support and warranty policies, phone numbers and other service information is available on our web sites listed on the Warranty Reference Table.

ACCORD DE GARANTIE LIMITÉE ACER

Durée/type de garantie	**Limitée 3 an : pièces et main-d'œuvre, service par la poste ou en atelier**
Soutien matériel informatique	**3 an**
Soutien logiciel	**90 jours**
Site Web du service	**http://www.acersupport.com**
Numéros de téléphone du service	**866-695-2237 (États-Unis)** **866-706-2237 (Canada)**

[Les dispositions d'arbitrage exécutoire ne s'appliquent pas aux consommateurs du Québec]
CET ACCORD CONTIENT UNE DISPOSITION D'ARBITRAGE OBLIGATOIRE ET EXÉCUTOIRE PAR LAQUELLE ACER ET VOUS-MÊME ACCEPTEZ DE RÉSOUDRE TOUT LITIGE SURVENANT ENTRE VOUS ET ACER PAR ARBITRAGE EXÉCUTOIRE. VEUILLEZ CONSULTER LA SECTION 9 CI-DESSOUS.

Le présent accord (« Accord ») est conclu entre l'acheteur original (« vous ») et Acer America Corporation (« Acer ») et s'applique aux produits de la marque Acer (« Produits ») et aux services achetés aux États-Unis ou au Canada par vous auprès d'Acer ou d'une de ses filiales ou sociétés affiliées ou d'un revendeur agréé Acer (« Revendeur »). Cette garantie limitée est valable uniquement aux États-Unis et au Canada. Cette garantie limitée s'adresse à vous, l'acheteur original et n'est pas transférable à une personne qui ultérieurement achète, loue ou obtient d'une quelconque façon le produit auprès de vous. Cette garantie limitée ne couvre pas les logiciels ou des produits autres que ceux de marque Acer (par exemple, imprimantes, scanneurs, etc.).

La durée de cette garantie limitée (la « Période de garantie limitée ») est identifiée dans le tableau de référence fourni avec cet Accord (« Tableau de référence de garantie ») et s'applique à tous les produits à l'exception des lampes achetées avec des projecteurs. Si vous avez acheté un projecteur, la lampe est garantie pendant une période de quatre-vingt-dix (90) jours. Si vous avez acheté un produit qui comprend une batterie rechargeable, Acer garantit que la batterie sera exempte de défauts de matériaux et de fabrication pendant la plus courte de (a) la période indiquée dans le tableau de référence de garantie ou (b) un (1) an à partir de la date d'achat du produit qui fonctionne au moyen de la batterie. Comme avec toutes les batteries, la capacité maximale de la batterie incluse dans le produit va diminuer avec le temps ou l'utilisation. La garantie de la batterie ne couvre pas les changements de capacité de la batterie. Votre batterie est uniquement garantie contre des défauts de matériaux ou de fabrication entraînant une défaillance. L'autonomie de la batterie n'est pas garantie et peut varier selon la configuration et l'utilisation des produits, y compris, mais sans s'y limiter, au modèle du produit, aux applications utilisées, aux paramètres de gestion de puissance et aux fonctionnalités du produit. La période de garantie limitée commence à la date d'achat à laquelle vous avez acheté le produit. Votre facture d'achat originale (facture) indiquant la date d'achat du produit constitue votre preuve de la date d'achat.

1. Garantie limitée du produit. Acer garantit que ses produits seront exempts de défauts de matériaux et de fabrication pendant la période de garantie limitée. Pendant la période de garantie limitée, Acer va, à son choix : (i) fournir les pièces de rechange nécessaires pour réparer le produit, (ii) réparer le produit ou le remplacer par un produit comparable, ou (iii) rembourser le montant que vous avez payé pour le produit, MOINS SA DÉPRÉCIATION, lorsqu'il est retourné.

Les pièces de rechange et les produits seront neufs ou en bon état de fonctionnement, comparables en utilisation et en performance à la pièce d'origine ou au produit et ils seront garantis pour le reste de la période de garantie initiale ou, si supérieure, 90 jours après qu'ils vous soient expédiés.

2. Soutien technique du matériel. Pendant la période de garantie limitée, Acer fournira le soutien technique du produit. Après l'expiration de la période de garantie limitée, le soutien technique du matériel est disponible moyennant un supplément. Les frais seront débités de votre carte de crédit lorsque vous appelez le soutien technique. Veuillez noter que lorsque vous téléphonez à Acer, des frais de longue distance et autres peuvent s'appliquer, selon votre zone d'appel. La portée du soutien technique consiste à vous aider à diagnostiquer et résoudre les problèmes liés à des défauts dans les produits couverts par cet Accord, et la réinstallation du système d'exploitation et du logiciel installés en usine de façon à les restaurer à la configuration d'usine. Acer peut fournir un soutien technique via Internet, téléphone et d'autres méthodes. Acer pourrait changer le moyen par lequel il vous fournit un soutien technique à tout moment sans préavis.

3. Soutien logiciel pour les logiciels du système d'exploitation. Acer n'est pas le fabricant du logiciel ou du système d'exploitation et ne garantit pas que le logiciel ou les systèmes d'exploitation soient exempts d'erreurs, que ce soit isolément ou en combinaison avec le matériel. Pour votre produit, Acer aidera l'acheteur original avec (i) l'installation de tout logiciel du système d'exploitation acheté auprès d'Acer, (ii) la configuration du logiciel du système d'exploitation, (iii) l'installation du logiciel du système d'exploitation, et (iv) les problèmes de dépannage associés au logiciel du système d'exploitation.

4. Restrictions et exclusions.

CETTE GARANTIE LIMITÉE NE COUVRE PAS, ET ACER N'EST PAS RESPONSABLE POUR :

- LA LIVRAISON OU L'INSTALLATION, OU LES FRAIS DE MAIN-D'ŒUVRE POUR L'INSTALLATION OU LA CONFIGURATION DU PRODUIT, LE RÉGLAGE DES COMMANDES DU CLIENT SUR LE PRODUIT NI L'INSTALLATION OU LA RÉPARATION DES SYSTÈMES D'ANTENNE EXTERNES AU PRODUIT;
- LES DOMMAGES CAUSÉS PAR UNE MAUVAISE UTILISATION, UNE UTILISATION ABUSIVE, DES ACCIDENTS, INCENDIES, VOLS, DISPARITIONS, MAUVAISE POSITION, FLUCTUATIONS ET SURTENSIONS, RACCORDEMENT À UNE TENSION INAPPROPRIÉE OU UNE TENSION DE LIGNE ÉLECTRIQUE INCORRECTE, VIRUS, LOGICIEL MALVEILLANT, CONDUITE IMPRUDENTE, VOLONTAIRE OU INTENTIONNELLE;
- DOMMAGES CAUSÉS PAR DES SERVICES D'ENTRETIEN NON AUTORISÉS PAR ACER;
- DOMMAGES CAUSÉS PAR UNE UTILISATION QUI N'EST PAS CONFORME AUX INSTRUCTIONS DU PRODUIT OU AUX MANUELS DE L'UTILISATEUR, DÉFAUT DE SUIVRE LES INSTRUCTIONS DU PRODUIT OU LES MANUELS DE L'UTILISATEUR OU POUR NE PAS PROCÉDER AU NETTOYAGE OU À L'ENTRETIEN PRÉVENTIF;
- DOMMAGE CAUSÉ PAR UN PRODUIT OU UNE PIÈCE QUI A ÉTÉ MODIFIÉ(E) POUR ALTÉRER LA FONCTIONNALITÉ OU LA CAPACITÉ SANS L'AUTORISATION ÉCRITE D'ACER;
- DOMMAGES CAUSÉS PAR LA COMBINAISON DE PRODUITS DE MARQUE ACER AVEC DES PRODUITS D'AUTRES MARQUES, DES ACCESSOIRES, DES PIÈCES OU

COMPOSANTS (Y COMPRIS LES CARTES SIMS OU CARTES MÉMOIRE) OU L'UTILISATION DE PRODUITS, ÉQUIPEMENTS, SYSTÈMES, SERVICES PUBLICS, AUTRES SERVICES, PIÈCES, FOURNITURES, ACCESSOIRES, APPLICATIONS, INSTALLATIONS, RÉPARATIONS, CÂBLAGE EXTERNE OU CONNECTEURS NON FOURNIS, NI AUTORISÉS PAR ACER QUI ENDOMMAGENT CE PRODUIT OU PROVOQUENT DES PROBLÈMES DE SERVICE;

- PROBLÈMES DE SIGNAL, PROBLÈMES DE RÉCEPTION ET DE DISTORSION LIÉS À LA TRANSMISSION DU BRUIT, DE L'ÉCHO, D'INTERFÉRENCE OU DE TOUTE AUTRE TRANSMISSION DE SIGNAL ET DE PROBLÈMES DE PRESTATION;
- RÉSULTATS D'UNE UTILISATION NORMALE, COMME LA DÉGRADATION PROGRESSIVE DE L'IMAGE, LE VIEILLISSEMENT INÉGAL DE L'ÉCRAN, DES IMAGES RÉMANENTES ET UNE INSUFFISANCE DE PIXELS DANS LES SPÉCIFICATIONS DÉSIGNÉES OU QUI NE MODIFIENT PAS MATÉRIELLEMENT LA FONCTIONNALITÉ DES PRODUITS;
- UTILISATION DU PRODUIT SANS INTERRUPTION OU SANS ERREUR;
- LOGICIEL, NOTAMMENT LE SYSTÈME D'EXPLOITATION ET LE LOGICIEL AJOUTÉS À VOTRE PRODUIT PAR LE BIAIS DE NOTRE SYSTÈME D'INTÉGRATION EN USINE, LOGICIEL TIERS OU LE RECHARGEMENT DU LOGICIEL;
- TOUT ÉQUIPEMENT OU COMPOSANTE QUI N'ÉTAIT PAS INCLUS DANS VOTRE PRODUIT DANS L'ÉTAT DANS LEQUEL IL VOUS A ÉTÉ VENDU;
- PERTES DE DONNÉES;
- USURE NORMALE;
- IMPERFECTIONS MINEURES QUI RÉPONDENT AUX SPÉCIFICATIONS DE CONCEPTION;
- DOMMAGE D'ORDRE ESTHÉTIQUE OU FINITION EXTÉRIEURE QUI N'AFFECTE PAS LA FONCTIONNALITÉ, CE QUI COMPREND NON EXCLUSIVEMENT LES ÉCRANS RAYÉS OU FÊLÉS;
- LES PRODUITS POUR LESQUELS LE NUMÉRO DE SÉRIE D'ACER EST MANQUANT, ALTÉRÉ OU DÉTRUIT;
- HAUT-PARLEURS EXTERNES, CLAVIERS ET SOURIS;
- SERVICES DE DONNÉES SANS FIL FOURNIS PAR DES FOURNISSEURS TIERS;
- DOMMAGES CAUSÉS PAR SUITE D'UN TRANSPORT OU D'UN EMBALLAGE INADAPTÉ LORS DU RETOUR DU PRODUIT CHEZ ACER OU CHEZ UN PRESTATAIRE DE SERVICE AUTORISÉ ACER;
- UN PRODUIT QUI NÉCESSITE UNE MODIFICATION OU UNE ADAPTATION POUR POUVOIR FONCTIONNER DANS UN PAYS AUTRE QUE CELUI POUR LEQUEL IL A ÉTÉ CONÇU, FABRIQUÉ, APPROUVÉ ET/OU AUTORISÉ OU UNE RÉPARATION DES PRODUITS ENDOMMAGÉS PAR CES MODIFICATIONS.

TOUTE GARANTIE APPLICABLE AU LOGICIEL, Y COMPRIS AUX SYSTÈMES D'EXPLOITATION OU AUX PRODUITS D'UNE MARQUE AUTRE QU'ACER EST FOURNIE PAR LE FABRICANT D'ORIGINE.

5. Enregistrement. L'enregistrement de votre produit permet à Acer de mieux vous servir. Acer vous encourage à enregistrer votre produit dans les trente (30) jours suivant l'achat initial afin de recevoir un service rapide et une couverture d'assistance en cas de besoin. Pour l'enregistrement, allez sur http://www.acersupport.com et choisissez « Enregistrer votre système ». Conformément à la loi applicable, Acer pourrait vous demander de fournir une preuve d'achat ou d'observer les exigences d'enregistrement avant de recevoir un service de garantie.

6. Instructions pour obtenir des services de garantie. Pour des instructions précises sur la façon d'obtenir un service de garantie pour votre produit, veuillez consulter le tableau de référence de garantie contenu dans ce livret et allez à : http://www.acersupport.com

Comment obtenir le service en vertu de la garantie :

- Vous devez aider Acer à diagnostiquer les problèmes rencontrés avec votre produit et suivre la procédure de garantie d'Acer.
- Vous devez obtenir un service de garantie auprès d'Acer ou d'un centre de service agréé par Acer. Acer ne vous remboursera pas les services fournis par d'autres.
- Si Acer décide que vous avez besoin de pièces de remplacement ou d'un produit de remplacement, Acer peut exiger une autorisation de carte de crédit ou toute autre garantie de recevoir les pièces de remplacement ou le produit de remplacement et peut vous obliger à payer les frais de livraison des pièces de remplacement ou du produit de remplacement et les frais de retour de la pièce défectueuse ou du produit à Acer. Acer autorisera ensuite l'expédition des pièces requises ou de votre produit.
- Il peut vous être demandé de livrer votre produit à Acer ou à un centre de service agréé par Acer et de récupérer votre produit d'Acer ou de l'un de ses centres de service agréé, et ce, à vos frais. Lorsque vous envoyez un produit à Acer ou à un centre de service agréé par Acer, vous devez envoyer le produit, fret payé d'avance, soit dans son emballage d'origine dans ou un emballage offrant un niveau de protection équivalent. Vous êtes responsable de bien emballer votre produit, en payant tous les frais d'expédition, les frais d'assurance, les frais liés à une perte ou à des dommages au produit pendant l'expédition, et tout autre droit, taxe, redevance ou frais associés au transport du produit à Acer ou à un centre de service agréé par Acer. **VOUS ÊTES RESPONSABLE DE TOUT DOMMAGE FAIT À VOTRE PRODUIT ACER PENDANT L'EXPÉDITION À ACER OU À UN CENTRE DE SERVICE AGRÉÉ PAR ACER.**
- Avant de donner votre produit à Acer ou à un centre de service agréé par Acer pour service, enlevez toute information confidentielle, exclusive ou personnelle, et les supports amovibles, tels que les disques, CD ou cartes PC.
- Si Acer vous demande de retourner les pièces ou produits défectueux, vous devez le faire dans les 15 jours suivant la réception des pièces ou produits de rechange. Si vous ne retournez pas les pièces de rechange ou le produit selon les instructions, Acer imputera le montant autorisé à votre carte de crédit. Toutes les pièces échangées et tous les produits remplacés en vertu du présent Accord deviendront la propriété d'Acer.

IL EST DE VOTRE RESPONSABILITÉ DE SAUVEGARDER LE CONTENU DE VOTRE DISQUE DUR AVANT L'EXÉCUTION DES SERVICES ET DE SUPPRIMER TOUTES LES DONNÉES DES PIÈCES OU PRODUITS RETOURNÉS À ACER OU À UN CENTRE DE SERVICE AGRÉÉ PAR ACER, NOTAMMENT LES DONNÉES QUE VOUS AVEZ SAUVEGARDÉES OU LES LOGICIELS QUE VOUS AVEZ INSTALLÉS SUR LE DISQUE DUR. Il est possible que le contenu de votre disque dur soit perdu ou reformaté dans le cadre de la réparation et Acer ne sera responsable d'aucun dommage ou perte de programmes, de données ou d'autres renseignements stockés sur tout média ou toute pièce des produits réparés. SI PENDANT LA RÉPARATION DU PRODUIT LE CONTENU DU DISQUE DUR EST ALTÉRÉ, SUPPRIMÉ, OU MODIFIÉ DE QUELQUE FAÇON QUE CE SOIT, ACER N'EST PAS RESPONSABLE DES PERTES DE VOS DONNÉES QUI POURRAIENT SE PRODUIRE. VOTRE PRODUIT VOUS SERA RETOURNÉ CONFIGURÉ À LA CONFIGURATION ORIGINALE D'USINE (SELON LA DISPONIBILITÉ DU LOGICIEL).

7. Garanties implicites. SAUF DANS LA MESURE INTERDITE PAR LA LOI EN VIGUEUR, TOUTE GARANTIE IMPLICITE DE QUALITÉ MARCHANDE, D'ADÉQUATION À UN USAGE PARTICULIER ET D'ABSENCE DE CONTREFAÇON EST LIMITÉE À LA DURÉE DE CETTE GARANTIE.

Acheteurs commerciaux : Acer étend la garantie limitée ci-dessus aux acheteurs de produits à usage industriel, commercial et professionnel aux mêmes termes et conditions et exclusions applicables aux acheteurs consommateurs. **TOUTEFOIS, DANS LE CADRE DES ACHETEURS COMMERCIAUX, TOUTE GARANTIE IMPLICITE, Y COMPRIS LES GARANTIES IMPLICITES DE QUALITÉ MARCHANDE, D'ADÉQUATION À UN USAGE PARTICULIER ET D'ABSENCE DE CONTREFAÇON, EST EXCLUE ET REJETÉE.**

8. Limitation de responsabilité. ACER NE SERA PAS RESPONSABLE DES DOMMAGES DIRECTS OU INDIRECTS DÉCOULANT DE LA RUPTURE DE TOUTE GARANTIE EXPRESSE OU IMPLICITE. LA RESPONSABILITÉ MAXIMALE D'ACER EST LIMITÉE AU PRIX D'ACHAT QUE VOUS AVEZ PAYÉ POUR LES PRODUITS OU SERVICES AUGMENTÉ DES INTÉRÊTS AUTORISÉS PAR LA LOI. ACER NE VOUS EST REDEVABLE EN AUCUNE FAÇON DES ÉVÉNEMENTS HORS DU CONTRÔLE D'ACER, COMME LES CALAMITÉS NATURELLES, VIRUS, DOMMAGES AUX BIENS, PERTE D'UTILISATION, INTERRUPTION DES AFFAIRES COMMERCIALES, PERTE DE BÉNÉFICES, PERTE DE DONNÉES OU AUTRES DOMMAGES INDIRECTS, PUNITIFS OU SPÉCIAUX, QUELLE QU'EN SOIT LA CAUSE, QUE CE SOIT POUR RUPTURE DE GARANTIE, DE CONTRAT, DE DÉLIT (INCLUANT LA NÉGLIGENCE), DE RESPONSABILITÉ ABSOLUE OU AUTRE.

Certains états ou juridictions n'autorisent pas l'exclusion ou la limitation de responsabilité en cas de dommages directs ou indirects, ou autorisent des limitations concernant la durée des garanties implicites. Il est donc possible que les limitations ci-dessus ne s'appliquent pas à votre situation. Cet Accord vous donne des droits légaux spécifiques et vous pouvez avoir d'autres droits qui varient d'un État à l'autre, d'une juridiction à l'autre ou d'une province à l'autre.

9. Arbitrage exécutoire. [LES DISPOSITIONS D'ARBITRAGE EXÉCUTOIRE NE S'APPLIQUENT PAS AUX CONSOMMATEURS DU QUÉBEC] CET ACCORD STIPULE QUE TOUT LITIGE SURVENANT ENTRE VOUS ET ACER SERA RÉSOLU PAR ARBITRAGE OBLIGATOIRE ET EXÉCUTOIRE DANS LES LIMITES AUTORISÉES PAR LA LOI. VOUS-MÊME ET ACER RENONCEZ DONC À VOTRE DROIT D'ALLER AU TRIBUNAL POUR AFFIRMER OU DÉFENDRE VOS DROITS EN VERTU DU PRÉSENT ACCORD (SAUF POUR LES QUESTIONS QUI PEUVENT ÊTRE PRÉSENTÉES À LA COUR DES PETITES CRÉANCES TELLES QUE DÉCRITES CI-DESSOUS À LA SECTION 9).

Dans les limites autorisées par la loi, et sauf disposition contraire stipulée ci-dessous, vous et Acer acceptez que tout différend (aux termes de la définition ci-dessous à la Section 9) entre vous et Acer soit résolu exclusivement et définitivement par arbitrage exécutoire administré par l'American Arbitration Association (AAA) et mené en conformité avec les procédures supplémentaires de l'AAA en ce qui concerne les litiges liés aux consommateurs du Règlement d'arbitrage commercial et du Protocole de processus de consommation raisonnable. **VOS DROITS SERONT PAR CONSÉQUENT DÉTERMINÉS PAR UN ARBITRE NEUTRE ET NON UN JUGE OU UN JURY.** Vous et Acer conviendrez d'un autre forum d'arbitrage, et d'autres procédures en vertu desquelles l'arbitrage sera réalisé, si AAA cesse ses activités.

L'arbitrage sera mené devant un seul arbitre et sera limité uniquement au différend entre vous et Acer. L'arbitrage est un processus par lequel un litige est soumis à un arbitre, pour une décision définitive et exécutoire, connue comme le jugement arbitral. L'arbitre est un particulier, semblable

à un juge, qui examine et pèse les preuves fournies par les deux parties et rend une sentence exécutoire devant les tribunaux. Les décisions d'arbitre sont exécutoires comme toute ordonnance du tribunal et ne sont soumises qu'À UNE RÉVISION TRÈS LIMITÉE PAR UN TRIBUNAL. **VOUS RECONNAISSEZ QUE, PAR VOIE DE CET ACCORD, VOUS ET ACER RENONCEZ À TOUT DROIT À UN PROCÈS DEVANT JURY.**

L'arbitrage, ou toute partie de ce dernier, ne sera unifié à aucun autre arbitrage et ne pourra faire l'objet d'un recours collectif ou individuel. L'arbitrage doit avoir lieu à n'importe quel endroit raisonnable à proximité de votre résidence par soumission de documents, par téléphone, en ligne ou en personne, selon la méthode de présentation que vous choisissez.

En vertu des Procédures supplémentaires d'AAA dans le cadre de litiges relatifs aux consommateurs et le Protocole de processus de consommation raisonnable, vous conservez le droit de demander réparation devant un tribunal des petites créances pour les litiges relevant de la compétence de la cour des petites créances. Toute ou partie de l'action menée devant la cour des petites créances ne sera unifiée à aucun autre arbitrage et ne pourra faire l'objet d'un recours collectif ou individuel.

Si vous obtenez gain de cause lors de l'arbitrage d'un différend avec Acer, Acer vous remboursera les frais que vous avez payés à AAA dans le cadre de l'arbitrage. **TOUTE DÉCISION RENDUE DANS UNE TELLE PROCÉDURE D'ARBITRAGE SERA FINALE ET LIERA LES PARTIES, ET LE JUGEMENT PEUT ÊTRE INSCRIT DANS N'IMPORTE QUELLE COUR DE JURIDICTION COMPÉTENTE.**

VOUS COMPRENEZ QUE, EN L'ABSENCE DE CETTE DISPOSITION, VOUS AURIEZ EU LE DROIT DE PLAIDER LES DIFFÉRENDS DEVANT UN TRIBUNAL, Y COMPRIS LE DROIT, LE CAS ÉCHÉANT ET EN FONCTION DE LA RÉGLEMENTATION DE VOTRE JURIDICTION, DE PLAIDER DES RÉCLAMATIONS SUR LA BASE D'UN RECOURS COLLECTIF OU INDIVIDUEL, ET QUE VOUS AVEZ EXPRESSÉMENT ET SCIEMMENT RENONCÉ À CES DROITS ET CONVENU DE RÉSOUDRE TOUT DIFFÉREND CONFORMÉMENT AUX DISPOSITIONS DE CETTE SECTION. Si cette disposition spécifique est jugée inapplicable, alors l'intégralité de cette clause d'arbitrage est nulle et non avenue.

Cette disposition sera régie par la Federal Arbitration Act, 9 U.S.C. Section 1, *et seq*. Aux fins du présent Accord, le terme « différend » signifie tout différend, litige ou réclamation découlant de ou lié à (i) le présent Accord, son interprétation, ou violation, expiration, applicabilité ou validité, (ii) la commande relative à, l'achat, la livraison, la réception ou l'utilisation de tout produit ou service délivré par Acer, ou (iii) tout autre différend résultant de ou lié à la relation entre vous et Acer, ses sociétés mères, filiales, sociétés affiliées, administrateurs, dirigeants, salariés, bénéficiaires, ses agents, ayants droit, fournisseurs de composants (matériaux et logiciels), ou tout tiers qui fournit des produits ou des services achetés auprès d'Acer ou distribués par Acer. Le terme « vous » désigne l'acheteur d'origine et ceux qui sont en lien avec l'acheteur d'origine, comme les membres de la famille ou les bénéficiaires.

Il est possible d'obtenir de plus amples renseignements auprès de AAA en ligne : www.adr.org, en appelant le 800-778-7879, ou en écrivant à American Arbitration Association, 1633 Broadway, 10th Floor, New York, NY, 10019.

10. Réparations lorsque la garantie est expirée. Tous les services qui vous sont fournis par Acer et qui ne sont pas couverts par la garantie limitée du produit ou qui ne sont pas couverts par un plan d'entretien prolongé sont régis par le présent Accord et sont par ailleurs soumis aux termes des procédures de service hors garantie d'Acer et tout ordre de service applicable.

Pendant une période de quatre-vingt-dix (90) jours après que les services aient été fournis, Acer garantit que les services fournis par elle ont été effectués de manière professionnelle et selon les règles de l'art. Si votre problème persiste au cours de la période de garantie de service de 90 jours, Acer va, à sa discrétion, (i) réexécuter les services, (ii) procéder au remplacement du Produit conformément aux termes du présent Accord, (iii) vous permettre de retourner le produit et émettre un remboursement aux termes du présent Accord, (iv) effectuer le remboursement du montant que vous avez payé pour les services. Si vous avez acheté un plan d'entretien prolongé d'Acer ou d'un tiers, veuillez consulter le plan d'entretien prolongé pour connaître sa couverture, la durée et les conditions de service.

11. Général. Acer et ses filiales et sociétés affiliées sont les bénéficiaires visés du présent Accord. Toute incohérence entre cet Accord et tout autre contrat inclus ou afférent à des produits ou services achetés auprès d'Acer, autre qu'un plan d'entretien prolongé, est régie par le présent Accord. Cet Accord ne peut être modifié, altéré ou amendé sans l'accord écrit d'Acer qui stipule expressément que l'écrit vise à modifier, altérer ou amender le présent Accord. Les termes ajoutés ou modifiés seront nuls et non avenus, sauf accord exprès écrit d'Acer. Dans l'éventualité où toute clause de cet Accord est jugée illégale ou non applicable, la validité, la légalité et l'applicabilité des portions restantes de cet Accord ne seront pas affectées ni conséquemment altérées. **[L'exclusivité de la disposition suivante ne s'applique pas aux consommateurs du Québec] LE PRÉSENT ACCORD AINSI QUE TOUTE VENTE EN VERTU DE CET ACCORD SONT RÉGIS PAR LES LOIS DE L'ÉTAT DU TEXAS, SANS ÉGARD AUX PRINCIPES RÉGISSANT LES CONFLITS DE LOIS.**

12. Avis de confidentialité. Vous pouvez consulter la Politique de confidentialité d'Acer sur notre site Web, situé à http://www.acerpanam.com. Acer conservera et utilisera vos renseignements client conformément à sa Politique de confidentialité.

13. Pour les résidents du Canada : Cet Accord est soumis aux dispositions applicables des lois canadiennes sur la protection du consommateur, lesquelles ne peuvent être dérogées par convention privée ou qui peuvent interdire l'application de toute disposition ou stipulation incluses aux présentes. Dans la mesure où toute stipulation ou disposition est ainsi interdite, elle : i) ne doit être interprétée comme ayant été omise de cet Accord, (ii) n'affecte pas la légalité, la validité ou l'applicabilité de cette disposition dans toute autre juridiction, et (iii) les autres clauses et dispositions du présent Accord resteront en vigueur et de plein effet. Sans limiter la généralité de ce qui précède et nonobstant toute disposition contraire contenue aux présentes, la renonciation énoncée à la Section 9 de la présente garantie ne s'applique pas aux résidents du Québec, de la Colombie-Britannique et de l'Ontario, et vous conservez le droit de plaider les litiges devant un tribunal, y compris le droit, sous réserve des règles de votre juridiction, de plaider les réclamations sur la base d'une action individuelle.

14. Soutien international : Vous devez respecter toutes les lois sur l'exportation et les règlements applicables si vous exportez le produit à partir des États-Unis ou du Canada. Acer n'accepte pas le retour d'un produit acheté auprès d'un revendeur. Les clients en dehors des États-Unis sont responsables de payer tous les frais de fret et de courtage engagés dans l'expédition, l'importation ou l'exportation et la réception des produits et des pièces de remplacement et l'organisation et le paiement des frais d'expédition des pièces défectueuses retournées à Acer. Tous les clients internationaux sont responsables de tous les droits de douane, TVA, TPS et autres taxes et coûts associés.

Veuillez envoyer votre correspondance concernant le présent Accord à :

Acer Customer Service
P.O. Box 6137
Temple, TX 76503

Les renseignements courants sur les politiques de soutien technique et de garantie, les numéros de téléphone et les renseignements sur un autre service sont disponibles sur nos sites Web indiqués sur le tableau de référence de garantie.

Rev.0413

PN: 46.AD159.003

CERTIFICADO DE GARANTIA ACER PARA AMERICA LATINA

Monitores	**Todos los Modelos**
Vigencia de la Garantía/Tipo	**3 Año limitada / En taller**
Página de Internet del Soporte Acer	**http://www.acersupport.com**

El Monitor marca Acer comprado a Acer ó a un Distribuidor Autorizado, está cubierto por una Garantía Limitada de un (3) año que otorga Acer a través de sus Centros Nacionales y Centros Autorizados de Servicio en cada país, contra cualquier defecto de fabricación y funcionamiento, imperfecciones de materiales y mano de obra bajo condiciones normales de uso durante el período de garantía.

Términos y Vigencia de la Garantía Acer

La Garantía de su Monitor Acer consta de un (3) año en Mano de Obra y un (3) año en cambio o reparación de piezas de la configuración original del Monitor en el Taller, contado a partir de la fecha de compra del mismo. Durante el periodo de garantía, Acer hará la reparación ó reemplazará las partes defectuosas con refacciones originales y sin costo para el cliente. Todas las partes y refacciones reemplazadas durante ésta garantía pasarán a ser propiedad de Acer.

Información General

1. Servicio y Soporte Acer

Simplemente llame al Centro Nacional de Servicio Acer ó visítenos en la página de Internet www.acersupport.com y nuestros técnicos le ayudarán a diagnosticar y cuando sea posible, a resolver el problema relacionado con su monitor. Al llamar a Acer por teléfono, podría incurrir en cargos de larga distancia y otros cargos, según su localidad y proveedor de servicio. En caso de que no sea posible solucionar el problema, deberá acudir a efectuar la reparación al taller.

2. Garantía en el Taller

Dentro del Período de Garantía, el cliente deberá llevar el Monitor Acer al Centro Nacional de Servicio Acer ó a cualquiera de los Centros Autorizados de Servicio Acer para efectuar la reparación.

3. Garantía de Hardware

La cobertura de esta Garantía Limitada es válida en el Centro Nacional de Servicio Acer ó en cualquiera de los Centros Autorizados de Servicio con que ACER cuenta en el país y se extiende únicamente a los monitores y partes bajo la marca Acer.

4. Accesorios Periféricos

Sólo los accesorios periféricos fabricados por Acer o que forman parte del Monitor Acer están cubiertos por esta Garantía Limitada.

5. Garantía por Reparación de Partes

Todos los repuestos tienen una garantía de 90 días contados a partir de la fecha de reparación.

Una vez instalado el repuesto en un Equipo Acer, contará con la mayor garantía que pueda corresponderle, es decir, los 90 días contados a partir de la fecha de reparación o bien el periodo restante de la garantía original del equipo donde se instaló la refacción.

Si el repuesto es instalado en un equipo que no sea de la marca Acer o en un equipo Acer fuera de garantía, la garantía del repuesto se limitará a 90 días contados a partir de la fecha de reparación.

6. Política Corporativa para Soporte de Equipos

ACER se compromete a proveer el servicio de reparación de su Monitor y de las partes de su Monitor, de conformidad con el período mínimo requerido por las leyes que rijan al respecto en el país de compra del Monitor.

7. Transferencia de Garantía

La Garantía Limitada Acer y su respectivo plazo NO sufrirán alteración alguna en caso de que el Monitor sea vendido, cedido o pignorado a un tercero distinto del Propietario inicial, considerando que el período establecido de la garantía empezara a regir a partir de la fecha compra del Monitor por parte del propietario inicial, sin importar que este venda o ceda el Equipo a un tercero en un futuro, por lo que esta garantía no es prorrogable o ampliable por ésta causa y no podrá empezar a regir nuevamente al momento de la venta o cesión antes referida, siguiendo al efecto las formalidades establecidas en el inciso 1 del capítulo de Condiciones de este Certificado.

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10. Centro Nacional de Servicio y Centros Autorizados de Servicio Acer

La información de Centros Nacionales de Servicio Acer y la lista de Centros Autorizados de Servicio de su localidad puede encontrarla en la página de Internet de Acer www.acersupport.com Dichos establecimientos están altamente calificados para efectuar las reparaciones de Monitor Acer y en ellos podrán adquirirse partes y repuestos originales.

Condiciones

1. Para hacer válida esta Garantía

   El cliente deberá presentar éste certificado y la factura original, junto con el Monitor defectuoso en el Centro Nacional de Servicio Acer ó en cualquiera de los Centros Autorizados de Servicio Acer en el País.

2. La Garantía Limitada cubre:

   El Monitor marca Acer, desde el momento de la compra y sólo será válida en el país donde el Monitor fue comprado.

3. Salvo en situaciones de fuerza mayor o caso fortuito, el tiempo de reparación en ningún caso será mayor a 30 días naturales contados a partir de la fecha de recepción del monitor en el Centro Nacional de Servicio Acer o en cualquiera de los Centros Autorizados de Servicio Acer.

Exclusiones

Esta Garantía no es válida en los siguientes casos:

a. Cuando el número de serie del monitor haya sido dañado, alterado o borrado.

b. Cuando no se demuestre mediante el comprobante de compra que el monitor esta dentro del período de Garantía

c. Cuando el desperfecto sea consecuencia del mal uso, descuido o de la falta de observación del instructivo de funcionamiento que se acompaña al monitor.

d. Cuando haya existido algún intento anterior de reparación fuera del Centro Nacional de Servicio Acer o en los Centros Autorizados de Servicio señalados en la página de Internet de Acer http://www.acersupport.com

e. Cuando el monitor haya recibido golpes accidentales o intencionales o haya sido expuesto a elementos nocivos como agua, ácidos, fuego, intemperie, fluctuaciones de voltaje o cualquier otro similar o análogo.

f. Cuando la falla del monitor sea producida por falta de mantenimiento del monitor o mantenimiento inapropiado.

g. Cuando el desperfecto sea consecuencia de la combinación de productos marca Acer con productos, accesorios o partes de otras marcas.

h. Cualquier otro equipo, partes o software que no hayan sido incluidos en su Monitor tal como fue vendido a usted. En estos casos, la garantía es proveída por el fabricante original.

i. Cuando el producto haya sido alterado.

j. Las partes que sólo presenten desgaste normal por uso o el rayado de las mismas (ejm: , plásticos, base, etc.).

k. Cuando el monitor haya sido comprado a un Distribuidor o revendedor NO autorizado.

l. Defectos menores en la pantalla LCD. Se considerará que el defecto de la pantalla es menor a condición de que el numero de pixeles defectuosos por millón sea inferior a cuatro (4) y a condición de que el numero de pixeles defectuosos en el área central sea como máximo uno (1). Se entiende como área central el rectángulo situado en el centro al dividir imaginariamente la pantalla en nueve rectángulos iguales mediante dos líneas verticales y dos líneas horizontales.

Registro de Producto

Registrar su producto nos ayuda a servirle mejor y mantenerle actualizado con información actualizada acerca de su producto. Lo exhortamos a registrar su producto dentro de los primeros 30 dias de la fecha de compra. Para registrarse solo vaya a nuestra pagina de soporte y servicio - **http://www.acersupport.com** y seleccione la opción “Registro de Producto”.

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CERTIFICADO DE GARANTIA PARA MONITORES MARCA ACER NO BRASIL

Monitores	**Todos os Modelos**
Vigência da Garantia/Tipo	**1 Ano limitada / No centro de serviços**
Website do Suporte Acer	**http://br.acer.com/ac/pt/BR/content/support**

Seu monitor marca Acer está coberto desde o momento de sua compra, pela Garantia Limitada da Acer no Centro Nacional de Serviço Acer (CNS). A garantia cobre eventuais defeitos de fabricação ou funcionamento, de acordo com as condições contidas neste documento, e é válida somente no Brasil para equipamentos comprados de revendedores e distribuidores autorizados Acer no pais.

A Acer garante que o monitor que você comprou, da própria Acer, de um distribuidor ou revendedor autorizado, esteja livre de defeitos materiais ou de fabricação desde que usado em condições normais de utilização durante o período de garantia, a partir da data da compra.

Termos e vigência da garantia Acer

A garantia de seu equipamento Acer é de (1) um ano na mão de obra e (1) ano, para troca ou o reparo de partes e peças na configuração original do equipamento (hardware), nas instalações físicas do CNSA ou de um dos CSAA, a partir da data da compra do mesmo. Durante o período de garantia, a Acer irá reparar ou substituir eventuais peças defeituosas por peças originais sem nenhum custo para o cliente. Todas as partes e peças substituídas durante esta garantia passarão a ser propriedade da Acer.

A. Informações Gerais

1. Tipo de Monitor

CRT: Composto por tubo de raios catódicos (chatod Ray Tube)
LCD: Composto por tela de cristal líquido (liquid crystal display)

2. Tipos de Garantia

O equipamento deverá ser entregue pelo cliente no balcão da assistência técnica autorizada: Dentro do período de garantia, o cliente deverá levar o monitor a um Centro Autorizado de Serviço Acer (CAS) ou a um CNS (Centro Nacional de Serviços) para efetuar-se o reparo (vide item B abaixo). Todo o processo de transporte bem como os custos envolvidos serão de responsabilidade do cliente.

3. Garantia de Reparo de Partes

Todos as peças trocadas em um Centro Autorizado de Serviço Acer ou em um CNS tem 90 dias de garantia.

Uma vez instalada a peça no monitor Acer, este contará com a maior garantia que possa haver entre os 90 dias contados a partir da troca desta peça ou o restante da garantia do monitor, contados a partir de sua data de compra comprovada através da respectiva nota fiscal.

4. Transferência de Garantia

Esta Garantia Limitada não poderá ser transferida junto com o equipamento quando e se este for vendido, cedido ou emprestado a um terceiro distindo do prorpietário original, considerando que o tempo estabeledido de garantia começa a ser contado a partir de sua compra por parte do proprietário original, sem levar-se eem consideração que este venda ou ceda seu equipamento a um terceiro pois esta garantia não é prorrogável e não poderá ser transferida em nenhuma hipotese, uma vez que deverão ser seguidas as formalidades estabelecidas no item B – Condições, em seu inciso 1 deste Certificado (vide abaixo).

B. PROCEDIMENTO E CONDICÕES PARA REPARO

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1. Serviço e Suporte

Acessando o site http://br.acer.com/ac/pt/BR/content/support , você poderá encontrar suporte e informações para diagnosticar e possivelmente resolver os problemas relativos à seu monitor sem necessidade de recorrer ao CNS Acer. Se isso não for possível, acesse o acesse este mesmo site na área **Serviço Técnico** e siga as instruções de procedimentos para abertura de chamado técnico ali contidas.

2. Garantia, no Centro de Serviços

1. Para que a sua garantia seja válida, será necessário a apresentação do monitor defeituoso juntamente com a nota fiscal original de compra quando da entrega do mesmo para reparo na assistência técnica autorizada para tal serviço.
2. Esta Garantia Limitada cobre o monitor da marca Acer desde o momento de sua compra e só será válida no Brasil para equipamentos comprados de revendedores ou distribuidores autorizados Acer.
3. Salvo situações de caso fortuito ou força maior, o tempo de reparo não será superior a 30 dias contados a partir da entrega do monitor ao Centro de serviço autorizado Acer.

C. EXCLUSÕES

Esta garantia não será válida nos seguintes casos:

1. Quando o número de série do Monitor tenha sido rasurado, alterado, retirado, apagado ou de alguma forma danificado.
2. Quando não for comprovado que o Monitor esteja dentro do prazo de Garantia.
3. Quando o defeito seja conseqüência de mau uso ou da falta de observância das instruções de uso e funcionamento que acompanham o monitor.
4. Quando tenha existido alguma tentativa anterior de raparo fora de um dos Centros Autorizados de Serviço Acer.
5. Quando o monitor tenha recebido golpes acidentais ou intencionais, tenha sofrido queda ou tenha sido exposto a elementos nocivos tais como água, ácidos, fogo, intempérie, flutuações de voltagem ou qualquer outro evento similar ou análogo.
6. Quando a falha do monitor seja produto da falta de manutenção do mesmo ou manutenção inapropriada.
7. Quando o monitor tiver sofrido alterações.
8. Quanto tiver sido transportado de maneira inadequada.
9. Defeitos de pequenos pontos luminosos (pixel) nas telas de LCD: Não pode ou poderá ser considerado defeito de tela devido à insignificância, se o número de pixels com defeito por milhão for inferior a quatro (4), ou o número de pixels defeituosos na área central for no máximo um (1). Entende-se como a área central, a área do triangulo formada quando imaginariamente se divide a tela em nove retângulos iguais, formados por duas linhas verticais e duas linhas horizontais.

Registro de Producto

Registrar seu produto nos ajuda a lhe atender melhor e lhe manter atualizado com informações atualizadas sobre seu produto. Aconselhamos que você registre seu produto dentro dos primeiros 30 dias da data da compra. Para registrar-se acesse nossa página de suporte e serviço - **http://br.acer.com/ac/pt/BR/content/support** e selecione a opção “Registrar um Produto”.

CERTIFICATE OF ACER WARRANTY FOR LATIN AMERICA

Monitor	**All Models**
Warranty Length/Type	**3 Year Limited: Carry-In**
Service Website	**http://www.acersupport.com**

The Acer brand product purchased from Acer or an Authorized Distributor, is covered under a three (3) year Limited Warranty granted by Acer through its National Service Centers and Authorized Service Centers in each country, against any defects in manufacture, functionality, materials or workmanship under normal use during the warranty period.

Terms and Conditions of the Acer Warranty

The Warranty of your Acer product consists of three (3) year for labor service and three (3) year for replacement or repair of parts with the original configuration of the product (Hardware), provided by the Service Center, commencing on the date of purchase. During the warranty period, Acer will repair or replace defective parts with original parts at no charge to the customer. All parts replaced under this warranty will become the property of Acer.

General Information

1. Acer Support and Service

Simply call the National Service Center or visit us at www.acersupport.com and our technicians will help diagnose, and if possible, resolve the problem related to your product. When contacting Acer via telephone, long distance and other changes may apply, depending on your calling area and your service provider. If resolving the problem is not possible, you will have to contact the Service Center for repair.

2. Warranty in the Service Center

During the warranty period, the customer must deliver the Acer product to the Acer National Service Center or to any Acer Authorized Service Center to carry out the repair.

3. Hardware Warranty

The terms of this limited warranty are valid at the Acer National Service Center or at any of the Acer Authorized Service Centers that Acer may have in the country and it extends only to Acer brand products and parts.

4. Peripheral Accessories

Only peripheral accessories manufactured by Acer or that form a part of an Acer unit are covered under this Limited Warranty. Peripheral accessories include only the keyboard and mouse.

5. Warranty for Repaired Parts

All spare parts have a ninety (90) day warranty.

Once a replacement part has been installed in an Acer product, it is covered by the greater corresponding warranty, in other words, the 90 day parts warranty or the remainder of the Limited Warranty period of the product.

If the spare part is installed in a product that is not an Acer brand product or in a unit that is out of warranty, the spare part's warranty will be limited to ninety (90) days.

6. Corporate Policy for Product Support

Acer is committed to providing service repair for its products and the spare parts of its products, in compliance with the minimum period requirements of the laws of the country in which the unit was purchased.

7. Transfer of Warranty

The Acer Limited Warranty is NOT transferable with the product to any one who subsequently purchases, leases or acquires the product from the original Purchaser. The limited warranty period will begin at the time the product is purchased by the original Purchaser, without regard to any sale or transfer the product by the original Purchase to a third party at a later time. This warranty can not be extended and can not be re-registered at the time of sale or transfer previously referenced, in accordance with the requirements of section 1 of the Conditions section of this Certificate.

8. Extended Warranty

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The customer may extend a product's factory warranty by purchasing extended warranty policies during the Warranty Period through the Acer National Service Center or Acer Authorized Service Centers. Excluded from warranty extensions are components such as the mouse, keyboard and speakers for desktop computers, and batteries for laptops.

9. National Service Centers and Authorized Service Centers
Information on your local Acer National Service Centers and the list of Acer Authorized Service Centers may be found at the Acer website www.acersupport.com. These establishments are highly qualified to carry out the repair of Acer products and original parts can be acquired through them.

Conditions

1. To validate this warranty:

The customer must present this certificate and the original purchase receipt, along with the defective product at the Acer National Service Center or any of the Acer Authorized Service Centers in that customer's country.

2. This Limited Warranty covers:

The Acer brand product from the time of purchase and will only be valid in the country in which it was purchased. In the case of Notebooks, it also covers the original battery supplied by the manufacturer for three (3) year.

3. With the exception of major or unforeseen circumstances, the repair time in any event will not be more than 30 calendar days from the date of receipt of the product at the Acer National Service Center or any of the Acer Authorized Service Centers.

Exclusions

This warranty is not valid in the following cases:

a. When the serial number of the product has been damaged, altered or erased.

b. When it has not been proven that the product is within the warranty period.

c. When the failure is due to misuse, or failure to use the product in accordance with the User's Manual that accompanies the product.

d. When there has been a previous attempt to repair outside of the Acer National Service Center or any of the Acer Authorized Service Centers listed on the Acer website http://www.acersupport.com

e. When the product has received any accidental or intentional physical damage or has been exposed to harmful elements such as water, acid, fire, weather, fluctuations in voltage or any other similar or analogous damage.

f. When the failure is due to improper or lack of maintenance.

g. When the damage is caused by the combination of Acer branded products with other non-Acer branded products, accessories or parts.

h. Any equipment, parts or software that were not included in your product as originally sold to you. In these cases, any applicable warranty is provided by the original manufacturer.

i. When the product has been altered.

j. Failures due to reconfiguration of software and other applications not included in the original product. Under no circumstance is Acer or any Acer Authorized Service Center responsible for any loss of information or data of the end user due to hardware or software issues.

k. When the product has been exposed to a virus.

l. Spare parts that present normal wear and tear due to use (e.g. battery, plastics, keyboard, etc.)

The battery life is not guaranteed and depends on the use and configuration, including but not limited to: product model, applications in use, power manager configuration and accessories attached to the computer. The battery is guaranteed against manufacturing flaws and defects. The battery warranty does not cover the reduction of its capacity of charge and retention.

m. When the product was purchased from an unauthorized Distributor or Reseller.

n. Minor defects in the LCD Display. It is considered that the defect on the display is minor when the number of the defective pixels per million is less than four (4) and when the defective pixels in the display's central area is no more than one (1). It is agreed that the display's central area consists of the rectangular area at the center of the display that is determined by dividing the display into 9 equal rectangles by two vertical lines and two horizontal lines.

Registration.

Registration of your Product helps Acer better serve you. Acer encourages you to register your Product within thirty (30) days of the original purchase in order to receive prompt service and support coverage should You need it. To register go to Acer's service website: http://www.acersupport.com and choose "Register Your System.

Centros de Servicio Autorizados en Latino América

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Av. Ejército Nacional
No.579 Piso 1
Colonia Granada
C.P. 11520 México, D.F
Tels: (52 55) 5999-9400 / 001-866-350 2237
www.acer.com.mx

Centro Nacional de Servicio Acer Chile
Net Now Tecnología y Computación S.A
Av. Las torres 1278 Huechuraba
Santiago – Chile
Tel: (600) 460 4000
soportelatinoacer@acer.com

Centro Nacional de Servicio Acer Argentina
Megatech
Av. Belgrano 4065, C1210AAI C.A.B.A.
C.A. de Buenos Aires 1107
Buenos Aires – Argentina
Tel: 0800-444-1318
soportelatinoacer@acer.com
www.megatech.la

Centro Nacional De Serviço Acer Brasil
AGP Tecnologia em Informática do Brasil
Para obter serviços e suporte acesse:
http://br.acer.com/ac/pt/BR/content/support
ou ligue para:
0800 762 2237

Centro Nacional de Servicio Acer Colombia
Punto de Servicios
CRA 47 No. 91-62
La Castellana.
Bogotá – Colombia
Tel: 01-800-915-7126
soportelatinoacer@acer.com
www.puntodeservicios.com

Centro Nacional de Servicio Acer Venezuela
TecnoAsist C.A.
Centro Comercial Caurimare
Mezzanina, Local 33
Urb.Caurimare, El Cafetal
Caracas – Venezuela
Tels: (58-212) 987-7223 / 985-6990
soportelatinoacer@acer.com

Centro Nacional de Servicio Acer Perú
High Service
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Tel: 0800-54495
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Centro Nacional de Servicio Acer Ecuador
Cosideco LTDA
Av. 6 de Diciembre N31-89 y Whimper
Quito - Ecuador
Tel: (593-2) 222-9818
www.cosideco.com / info@cosideco.com

Centro Nacional de Servicio Acer Costa Rica
Sauter Infomax
Calle 11, Ave. Central y Segunda
Edif. Bellavista, 2° Piso
San José - Costa Rica. 13243
Tel: (506) 258-5280
soportelatinoacer@acer.com
www.sauter-infomax.co.cr

Centro Nacional de Servicio Acer Guatemala
TECFIX
Avenida Las Américas 17-24 Zona 13
Guatemala - 01013 Guatemala
Tel: (502-2) 2360-5888
www.lapstec.com / guate@lapstec.com

Centro Nacional de Servicio Acer Uruguay
Lekemill S.A.
Maldonado 1035 PR 11100, Esq. Rio Negro
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Tel: (598-2) 903-0166
soportelatinoacer@acer.com
www.cns.com.uy

Centro Nacional de Servicio Acer Paraguay
Diesa S.A.
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Centro Nacional de Servicio Acer Bolivia

Centro Nacional de Servicio Acer Panamá

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Artes Electrónicas S.R.L.
Calle Mercado No. 1357
La Paz – Bolivia
Tels: (591) 2 220-0701 / 800-100620
www.artes-electronicas.com
soportelatinoacer@acer.com

Sonset S.A.
Vía Brasil, Calle C sur 1°-
Ciudad de Panamá
Panamá 0816-006
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Acer National Service Center – Barbados
Online Consultancies LTD
5A 5B Clermont.
St Thomas – Barbados
Tel: (246) 438-6666
olc@caribsurf.com

Acer National Service Center - Aruba
Perfect Fit Systems
Sabana Blanco 68-C
Oranjestad – Aruba
Tel: (297) 5829-515
soportelatinoacer@acer.com

Centro Nacional de Servicio Acer El Salvador
Profesionales en Computación SA de CV
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San Salvador - El Salvador.
Tel:(503) 2298-6499
fernando.escoto@profcomp.com

Centro Nacional de Servicio Acer Nicaragua
Centro Técnico Electrónico
Supermercado La Colonia Lindavista
3c arriba y 1/2 cuadra al Sur
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Centro Nacional de Servicio Acer República Dominicana
Analistas Asociados C.X.A
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Entre 27 Rómulo B y 27 de Feb.
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República Dominicana - Santo Domingo
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Centro Autorizado de Servicios S.de R.L.
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GuyanaNet.INC
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Acer National Service Center - Haití
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Acer National Service Center - Jamaica
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Kingston 10
Tel: (876) 754-0060
www.sspaptec.com / nigel@sspaptec.com

Centro Nacional de Servicio Acer Puerto Rico
M.A.K.E. Technologies
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La lista de Centros de Servicio Autorizados en America Latina puede variar sin previo aviso. Verifique la lista actualizada en:
The list of Authorized Service Centers in Latin America can be changed without previous notification. Verify the updated list at:
A lista dos Centros de Serviços Autorizados na América Latina poderá ser mudada sem aviso prévio. Verifique a lista atualizada em:

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