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## International & Ultracare Warranty Guide



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# NEC INTERNATIONAL & ULTRACARE WARRANTY TERMS & CONDITIONS

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## DEFINITIONS & DESCRIPTIONS

NEC Computers warrants that your computer or computer system (i.e. notebook hereafter may be referred to as the "Product") will be free from defects in materials, workmanship and design for the period stipulated in the Service and Warranty Guide, starting on the date of purchase (or as stated on the customer invoice). If there are defects the customer will be entitled, during the specified warranty period, to the agreed service as specified below.

This International & Ultracare Warranty is contingent on the customer registering the warranty for the Product as specified in the Service and Warranty Guide. You may register your warranty at our website at <http://www.nec-computers-ap.com>. Alternatively you may fill up and return the Warranty Registration Card which is attached to the Service and Warranty Guide.

This warranty is an agreement between NEC Computers and the customer. NEC Computers shall mean the company, as referred to on the Service and Warranty Guide supplied with your Product, and listed for the country where you bought the Product. If NEC Computers is not mentioned on the Service and Warranty Guide, then NEC Computers shall mean NEC Computers Asia Pacific Sdn. Bhd., Plot 119 Jalan Perusahaan, Bukit Tengah Industrial Park, 14000 Bukit Mertajam, Penang, Malaysia.

This agreement is valid only for the applicable products sold in the following countries:

Korea, Hong Kong, Taiwan, Thailand, Malaysia, Singapore and Indonesia.

For the latest list of applicable products and the participating sales countries, please refer to our website at <http://www.nec-computers-ap.com>.

Service is performed during the principal period of maintenance: Mon-Fri 9:00AM to 5:00PM, excluding locally observed holidays, unless otherwise agreed upon. Where a different coverage has been agreed, the extended period of maintenance will be reflected under the section "**NEC INTERNATIONAL & ULTRACARE WARRANTY SERVICE PROVISION**".

The following instructions apply only to NEC International & Ultracare Warranty Services. If you have a service agreement with another service provider (e.g.: Authorised Maintenance Reseller, Third Party Maintenance Organisation), please refer to the respective instructions of your service provider.

## HOW TO GET NEC INTERNATIONAL & ULTRACARE WARRANTY SERVICE

In the event of technical difficulties with the Product, the customer should call the NEC Computers Support Centre for assistance. When calling for assistance, please have the Product and the following information available:

- Serial number of the notebook.
- Details of any software or hardware modifications made to the Product, including details of the current version of the operating system being used.
- Exact details of any error message.

The technician will ask the customer to assist with basic troubleshooting /diagnosis, as most problems can be resolved over the phone. Depending on the country where the failure has occurred and at the discretion of NEC Computers if, as a result of this diagnosis, a hardware fault is identified, the customer may be requested to deliver the faulty unit to a service depot/center for repairs, the unit may be picked up for repair, or a service engineer may be dispatched to perform the repair on-site.

Repairs carried out on a Product may involve the reformatting of the hard disk drive and consequential loss of data stored on the drive. The Customer is responsible for saving or backing up data stored in the Product prior to repair or service by NEC Computers. NEC Computers strongly advises you to regularly save and back up data stored on the Product.

## COUNTRIES PARTICIPATING IN PROVIDING INTERNATIONAL & ULTRACARE WARRANTY SERVICE

International Warranty Service is currently available in the following countries:

Austria, Belgium, Brunei, Canada, Denmark, Finland, France, Germany, Greece, Hong Kong, Indonesia, Ireland, Italy, Japan, Luxembourg, Malaysia, The Netherlands, Norway, Portugal, Singapore, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, USA.

Please refer to our website <http://www.nec-computers-ap.com> for the latest list of participating service countries.

If you are in a country that is not listed above, please refer to the section **"CONTACTING NEC COMPUTERS"** for alternative contact information.

## NEC INTERNATIONAL & ULTRACARE WARRANTY SERVICE PROVISION

The warranty service will be performed by NEC Computers in the country where the Product has failed in accordance with the standard service levels for products purchased in that country. Refer to the section "**COUNTRIES PARTICIPATING IN PROVIDING INTERNATIONAL & ULTRACARE WARRANTY SERVICE**" for the list of participating countries.

### **Carry-In:**

The Customer must deliver or carry-in the Product at his own cost to an authorised service location. The cost of repair or replacement of the defective parts (including labour), will be borne by NEC Computers. The customer is also responsible for the cost of collection of the Product.

### **Return-To-Base:**

The Customer is responsible to deliver or carry-in the Product at his own cost to an authorised service location. The cost of repair or replacement of the defective parts (including labour) and return of the Product to the Customer, will be borne by NEC Computers.

### **On-Site:**

Authorised repair/replacement will be carried out at a customer specified location at a mutually agreed time. All costs (travel, parts and labour) will be borne by NEC Computers. If the customer or an authorised representative is not at the agreed location when the engineer arrives, the engineer will leave a card indicating the date and time of visit and the customer may be charged for any subsequent visits.

### **Parts-Only:**

The customer is responsible to deliver the Product to and to collect the Product from an authorised service location. Replacements for defective parts will be provided free of charge by NEC Computers. The service to install or replace the defective parts must be carried out by an NEC Computers authorised service partner, at the customer's cost.

### **International & Ultracare Warranty:**

International & Ultracare Warranty support covers hardware failure while the Customer is traveling in any of the countries participating in the International Warranty program and for the applicable products only. The service must be approved prior to commencing repairs by contacting the local support center (details can be found in the section "**CONTACTING NEC COMPUTERS**").

**Customer Replaceable Parts:**

If NEC Computers determines that the problem is related to a customer replaceable part, such as a keyboard or mouse, NEC Computers may, at its discretion, send a replacement part to the customer and request the customer to return the defective part. For returnable parts, NEC Computers reserves the right to request a credit card or purchase order and may invoice the customer if the defective part is not returned within 15 days of the customer receiving the replacement part.

**Replacement Parts:**

Parts found to be defective will be replaced with new parts or functionally equivalent parts. The defective parts removed from the Product shall become NEC Computer's property.

**NEC COMPUTERS LIMITED WARRANTY**

This warranty is only applicable for the Product as shipped and sold by NEC Computers within the participating countries mentioned under the section **"DEFINITIONS & DESCRIPTIONS"** and does not cover equipment (i.e. expansion items, accessories and/or peripherals) purchased separately from the Product. Such items or equipment from NEC Computers or a third party must be removed or disconnected before the Product can be serviced, unless otherwise advised by the Support Centre.

NEC Computers shall not be liable for any damage to non-product equipment which has not been removed by the Customer prior to service. Additional costs to remove or disconnect such equipment shall be incurred by the Customer.

Service and repair for Product defects and failures will be denied if:

- caused by the neglect or misuse of the Product by users other than NEC Computers;
- caused by repairs not performed by an authorised NEC Computers Service Provider;
- caused by software or components not installed by NEC Computers;
- the Customer cannot produce the original proof of purchase, as requested;
- a claim for warranty service/repair is received by NEC Computers after the warranty has expired.

## **SPECIFICALLY FOR NOTEBOOKS WITH LCD SCREEN:**

### **Definition:**

Each pixel on the screen contains three elements, one of each color, red, green and blue. A defective pixel is defined as a pixel which has any of the 3 colours permanently turned on against a black background (bright pixel) or which is permanently black against a white background (dark pixel).

A notebook screen is considered defective under the following circumstances:

- if there are ten or more defective pixels (combination of bright and dark) over the entire screen;
- if there are ten or more dark pixels over the entire screen;
- if there are five or more defective pixels of the same color over the entire screen;
- if two defective pixels of the same color adjoin horizontally or vertically.

The warranty does not apply to screen defects or failures due to accident, neglect, misuse, unusual physical or electrical stress, failure of or defect in electrical power, external electrical circuitry, air conditioning or environmental control.

This agreement is transferable with the Product. Transfer details must be sent to:

Service & Support Department  
NEC Computers Asia Pacific Sdn. Bhd.  
Plot 119 Jalan Perusahaan, Bukit Tengah Industrial Park  
14000 Bukit Mertajam, Penang  
Malaysia

Please include a copy of the original proof of purchase together with the transfer details.

THE SOLE PURPOSE OF THIS LIMITED WARRANTY SHALL BE REPAIR OR REPLACEMENT OF DEFECTIVE PART(S) AS PROVIDED ABOVE. UNDER NO CIRCUMSTANCES SHALL NEC COMPUTERS BE LIABLE TO THE END USER OR ANY THIRD PARTY FOR ANY DAMAGES; TO INCLUDE, BUT NOT LIMITED TO: LOSS OF DATA, OPERATING SYSTEM, APPLICATION SOFTWARE, BUSINESS OR PROFITS; OR ANY OTHER DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHETHER OR NOT FORESEEABLE AND WHETHER OR NOT BASED ON BREACH OF WARRANTY, CONTRACT OR NEGLIGENCE IN CONNECTION WITH THE SALE OF THE PRODUCT EVEN IF NEC COMPUTERS OR ONE OF ITS COMMERCIAL AFFILIATES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME COUNTRIES OR JURISDICTIONS DO NOT ALLOW FOR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY IN THESE SPECIFIC CASES.

ALL EXPRESSED AND IMPLIED WARRANTIES FOR THE PRODUCT, TO INCLUDE, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN DURATION TO THE WARRANTY PERIODS SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESSED OR IMPLIED, WILL APPLY AFTER SUCH PERIOD. SOME COUNTRIES OR JURISDICTIONS DO NOT ALLOW FOR LIMITATIONS ON IMPLIED WARRANTY DURATION, SO THE ABOVE LIMITATIONS MAY NOT APPLY FOR THIS SPECIFIC CASE.

NEC Computers is not liable for any failure or delay in performance due to any cause beyond its control. Such circumstances include, but are not limited to, interrupted telephone service, airport closures that interrupt parts delivery, acts of God, labour strikes, and the inability to contact the customer to confirm scheduling. Nothing in these Terms and Conditions affects the statutory rights of the Customer. NEC Computers reserves the right to cancel the future availability of programs described in this booklet at any time without notice.

## CONTACTING NEC COMPUTERS

### 1. Contact phone number list of Participating Countries for International & Ultracare Warranty.

- i - Calls from domestic and overseas phones and cellular phones.
- ii - Only for domestic calls.

Please refer to our website at <http://www.nec-computers-ap.com> for the latest list of contact numbers in the participating service countries.

AUSTRIA i) [31]-24-6489894	BELGIUM i) [31]-24-6489894	BRUNEI i) [673]-2450201
CANADA i) [1] 801-578-5103 ii) 1-800-632-4525 (TOLL FREE)	DENMARK i) [31]-24-6489894	FINLAND i) [31]-24-6489894
FRANCE i) [31]-24-6489894	GERMANY i) [31]-24-6489894	GREECE i) [31]-24-6489894
HONG KONG i) [852]-2-833-4988	INDONESIA i) [62]-21-799-6909	IRELAND i) [31]-24-6489894
ITALY i) [31]-24-6489894	JAPAN i) [81]-44-813-2084 ii) 0120-30-5598 (TOLL FREE)	LUXEMBOURG i) [31]-24-6489894
MALAYSIA i) [60]-4-5097389 ii) 1-300-88-2188	THE NETHERLANDS i) [31]-24-6489894	NORWAY i) [31]-24-6489894
PORTUGAL i) [31]-24-6489894	SINGAPORE i) [65]-64848904	SPAIN i) [31]-24-6489894
SWEDEN i) [31]-24-6489894	SWITZERLAND i) [31]-24-6489894	TAIWAN i) [886]-2-2651-7574 ii) [886]-800-221-522 (TOLL FREE)
THAILAND i) Refer to our website <a href="http://www.nec-computers-ap.com">http://www.nec-computers-ap.com</a> for latest number.	U.K. i) [31]-24-6489894	U.S.A. i) [1]-801-578-5103 ii) [1]-800-632-4525 (TOLL FREE)

**Note:** Numbers in [ ] indicate country codes. These codes are not required for calls if you are dialing from within the country.

2. If you are in a country that is not listed above, you may contact NEC Computers at their Asia Pacific Support Center at the number [60]-4-5097389 during the hours of 9:00AM to 5:00PM local time. Local time zone is GMT+8.
3. Alternatively, you may also send email to NEC Asia Pacific International Warranty Support at [intwat.apac@necc-ap.com](mailto:intwat.apac@necc-ap.com)

**<http://www.nec-computers-ap.com>**