



Aspire™ User's Guide

Pay attention, please!



Your Acer Aspire computer comes with an extraordinary multimedia software package, designed to guide you through what you can do with your computer. This manual is your computer's reference guide.

(If you are reading this manual, it's probably because you are experiencing problems with your computer. To solve your problem(s), refer to the "**Need Help?**" Chapter in the following pages.)

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First Edition: May, 2001

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Welcome, and thanks

for buying an Acer Aspire computer.

Now you own a multimedia system.

Your system has been designed to improve your way of working, and to meet current and future needs of any kind of user.

Before you start...

Read this section carefully, to be able to place your system in the best location. In this section you'll find also important instructions about using, maintaining, and taking care of your computer security. Take into account these instructions, to be able to use your new computer safely, and at its best.

Safety Instructions

- Follow all instructions and warnings pointed out on the product.
- Unplug the system from the outlet before proceeding with cleaning operations. To clean your system, do not use liquid or spray detergents. Use a cloth, previously dampened with water.
- Do not use the product in a damp environment, or in a way that can cause the product to get wet.
- Do not place the product on trolleys, nor on instable supports or surfaces: the computer may fall, seriously injuring people and damaging objects and supplies.
- Air holes and grids on your computer external surface have been expressly designed to give off heat: to avoid risks of fire, and computer malfunctions or failures, they should not be obstructed. Do not block these openings by placing your computer on a bed, a sofa, a blanket, or any other kind of similar surfaces.

Do not place your system near or on a heater, or a heating surface. Do not fit it in a closed structure, unless a proper ventilation has been put in place.

- The power supplied must be of the kind specified on the product label.

If you are uncertain about the type of power supply available when you install your system, consult your reseller or the local electricity company.

- This product comes with a European plug, equipped with a ground conductor.

This is a security feature. If you are not able to fit your system's plug into the outlet, ask an electrician to replace your obsolete outlet with a new one.

Do not underestimate the importance of efficiently grounding your system.

- Do not cover the power cord with objects of any kind, and do not place it in areas subject to be walked on, or in which it may become an obstacle.
- If you use a power extension cord, be sure the power supplied is sufficient to cover the needs of the whole system.
- Do not insert objects through the holes and grids of the computer case: this may cause dangerous electric shocks, fires, and shorts.
- Do not pour any kind of liquid on your system, or on your system's components.
- Do not try to service your system: opening or removing its covers exposes you to several risks, including electric shocks. Have your system serviced only by qualified operators. Service and maintenance by people not belonging to the Acer Authorized Technical Support may invalidate your product warranty.

Unplug your system from the outlet, and contact qualified service personnel, if one (or more) of the following conditions occur(s):

- a** • The power cord or power plug is damaged or worn out.
- b** • Liquid of any kind has been spilled or poured on the product.
- c** • The product has been exposed to rain or water.
- d** • The product does not work properly, although all instructions and indications have been followed. Adjust only those controls referred to in your product instructions. Improper adjusting of other types of controls may result in product damage, and may cause the need of a complex intervention by qualified personnel to restore your product to its normal operating conditions.
- e** • The product has been dropped, or its external surface looks damaged.
- f** • The product performance is significantly altered.

Batteries

- Replace your system's batteries only with batteries of the same kind, recommended by the computer's manufacturer. Using different types of batteries may expose you to the risk of fire or explosion. Ask the intervention of qualified personnel to replace your system's batteries.

- **Danger!** If improperly handled, batteries may explode. Do not recharge, try to open, or throw them in a fire. Keep children away from batteries, and dispose of them immediately, when worn-out.
- Use only proper power cords (supplied with keyboard and manuals in the accessory box).
- Always unplug your computer and monitor before opening the box, and operating on cables and connections.
- To protect your computer against possible damage coming from instable power lines, always use a power line equipped with a cut-out box, and with an over voltage suppressor.

How to Place and Install your System at its Best

It is important that you place your computer taking into account ergonomic and security issues.

Here you can find some hints to make your working environment safer, handier, and more pleasant.

Your Monitor. Place your monitor at 50-60 cm from the operator's eyes, and in a position so that the upper part of its frame is at the same level of the operator's eyes. These precautions will prevent eyes and neck strain. To further reduce eyes strain, it is recommended that sometimes you close your eyes, focusing other objects, located at different distances from your computer screen. To improve this precaution's effectiveness, repeat it twice per hour. Some monitors have a removable, pivoted base. You can turn and adjust it according to your posture, to place your monitor in the most convenient way.

Your Chair. If you are planning of using your computer for a long period of time, choose a special chair, designed for office work, that you can adjust according to your ergonomic needs. Seat, back, height, angle, and inclination of your chair have to be adjustable. To prevent strain, you have to support your lumbar region. Only adjustable chairs allow you to adjust the chair to your specific body size. Your chair's arm should fit your elbows level, and your shoulders posture and size. You should use them as a support. To improve your comfort, change your body position frequently. When you sit, you should adopt a comfortable position, and keep your head straight. Your shoulders should be relaxed: do not lean towards your desk.

Anti-glare Treatments. Some screens come with an anti-glare treatment to reduce eyes strain.

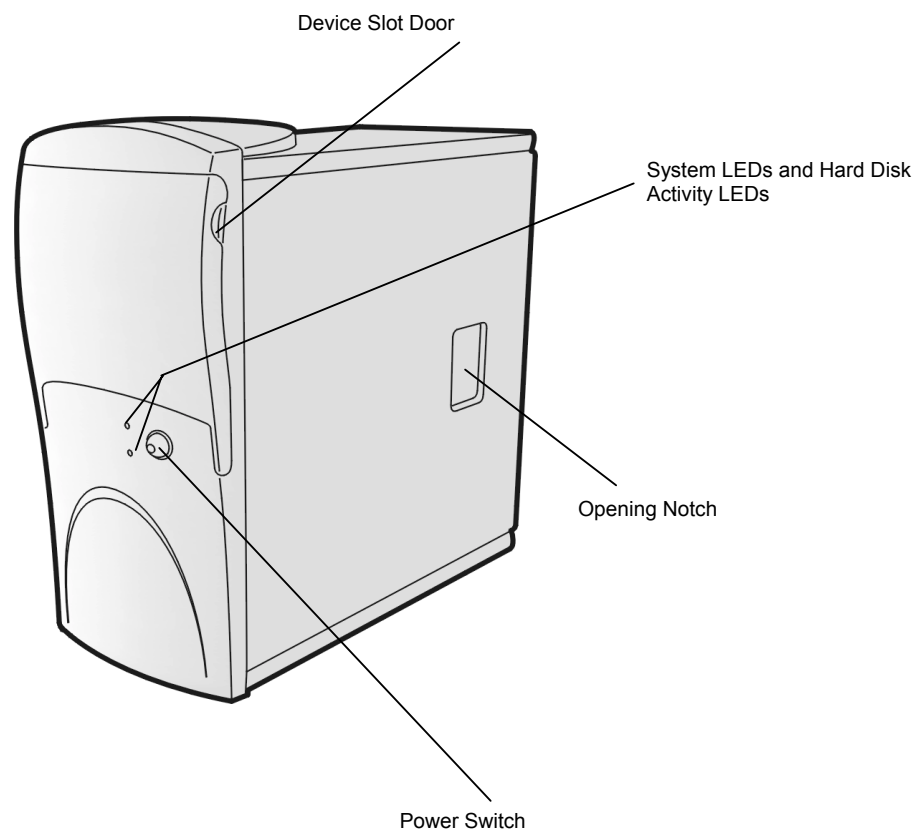
Lighting. If the lighting is too poor or too intense, working at your computer may become difficult. Try to find the best compromise, avoiding to face powerful light sources, or to work in dim lighting conditions. Using adjustable lamps and diffuse lighting, helps you to find the best working conditions, and to reduce eyes strain.

Your Hands and your Wrists. When typing on your keyboard, keep your wrists straight, and your forearms parallel to the floor. If you use a wrist holder, use it only for a short period of time.

When working at your computer for a long period of time, take frequent breaks, and do some stretching exercise.

Your **Aspire** Computer: an Overview

The system: Aspire Microtower



Installing your Aspire Computer

Refer to the [Easy Installation step by step](#) supplied with your computer for quick installation instructions.

Switching your Computer On and Off

You can switch your computer on by pressing the on button, while you have to complete the shutdown procedure (described in the following pages) before switching your computer off.

Note: Check that the main CA power switch on the back of your system is set to ON. Leave this switch to ON, unless you need to have your computer serviced.

Switching your Computer and your Monitor On:

- 1 • Press and release the monitor power switch, unless the monitor is already on.
- 2 • Press and release the computer power switch.

Note: Your monitor starts to display images only 5-10 seconds after pressing the power switch.

Switching your Aspire System Off

If you want to switch your Aspire system off, follow this procedure:

- 1 • Click the Start button on the Windows taskbar.
- 2 • Select Log Out.
- 3 • Click Shutdown, then select Yes. The procedure will guide you through the saving procedure of each open file, and then Windows Me will be stopped. The computer will then deactivate the power supply. After the computer has been switched off, you will have to switch your computer's monitor off manually.

Note: To ensure that the power line is not connected to your computer, always unplug the power plug from the outlet, when servicing your system.

Your Mouse

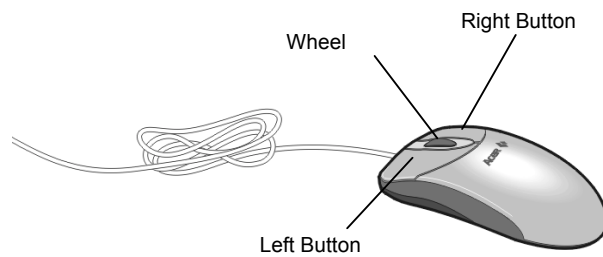
Your mouse uses a cursor called pointer. Pointers may have different shapes, generally they assume the shape of an arrow.

Your mouse has a rolling device, and two buttons: a left button, and a right button.

Quickly depressing and releasing one of these buttons, is called clicking. Sometimes you might need to double click, that is to rapidly click one of these buttons twice. In this guide, to click means to place the mouse pointer on an icon, and to apply a single pressure on the mouse left button. When you have to click the right button, this is specifically indicated. Also "double click" refers to the mouse left button.

The wheel between the two mouse buttons has been added to simplify scrolling operations. Rapidly turning this wheel with your forefinger, helps you move efficiently through pages, lines, and windows.

Your mouse wheel may also function as a sort of third button, which allows you to click or double click an icon, or any other selected element.



Your Mouse Maintenance

The screen pointing device movements are controlled by a rolling ball placed underneath your mouse.

Using a mouse pad helps you keep the inside of your mouse clean. A mouse which is not kept clean may generate erratic movements of the pointing device on the screen.

To clean your mouse:

- 1 • Put your mouse upside down.
- 2 • Turn the ring around the ball counterclockwise, to remove it.
- 3 • Clean the ball using a cotton cloth or pad moistened with alcohol, then remove bits and dust from the inner part of your mouse.
- 4 • Place the ball back into the mouse, then turn the mouse ring clockwise.

Your Keyboard

Your keyboard has been designed to simplify your computer operations. Some keys directly take you to frequently used applications, while a special knob allows you to adjust the audio volume or to activate the Mute function.

Some of the keys may act in different ways according to the application program you are using. (To see the keys layout, refer to the two following pictures).

Esc Key • Exits the current screen or program, or interrupts the operation that is being executed.

Tab Key • In word processing programs, moves the cursor forward of a certain number of positions. In other programs, moves the cursor from one field (an area on your screen you can type your data to) to the following one.

Enter Key • In word processing programs, starts a new paragraph. In other programs, accepts input data, or indicates the end of an action.

Uppercase Key • Pressing this key in combination with a letter or a symbol key, generates the correspondent uppercase letter, or the upper symbol on that key.

Caps Lock Key • By pressing this key, you activate or deactivate the UPPERCASE or lowercase mode.
(When the Caps Lock key is active, the Caps Lock LED is on).

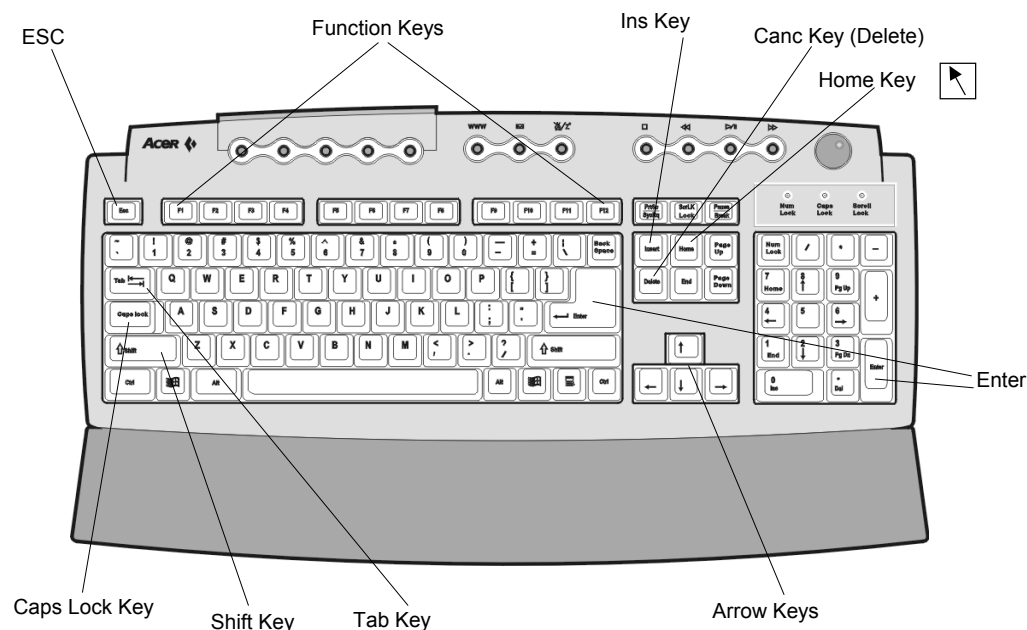
Function Keys • From F1 to F12, when set by a specific application, each key executes a specific function.

Arrow Keys • Move the cursor in the direction indicated by the arrow.

Ins Key • When activated, data typed will override or modify the existing ones.

Canc Key • Clears the highlighted data, or the datum located to the cursor's right.

Home Key • Takes you to the beginning of a page.



End Key • Takes you to the end of a line.

Page Up / Page Down Keys • Takes you one screen up or down.

Backspace Key • Similar to the Canc key, deletes the characters to the cursor's left one by one.

Alt and Ctrl Keys • Alone or in combination with other keys, may perform different functions, according to the software program.

Num Lock Key, and Numeric Keypad • When the Num Lock key is active, the numeric keypad may be used to enter digits. When it is not active, these keys become directional keys, such as arrow keys, or Page Up and Page Down, according to the symbol on the lower part of the key.

Pause • Sets your computer in suspension mode.

Volume Control / Mute • Adjusts the speakers volume. Press it to suppress audio functions.

Web Connection • Starts your Internet browser.

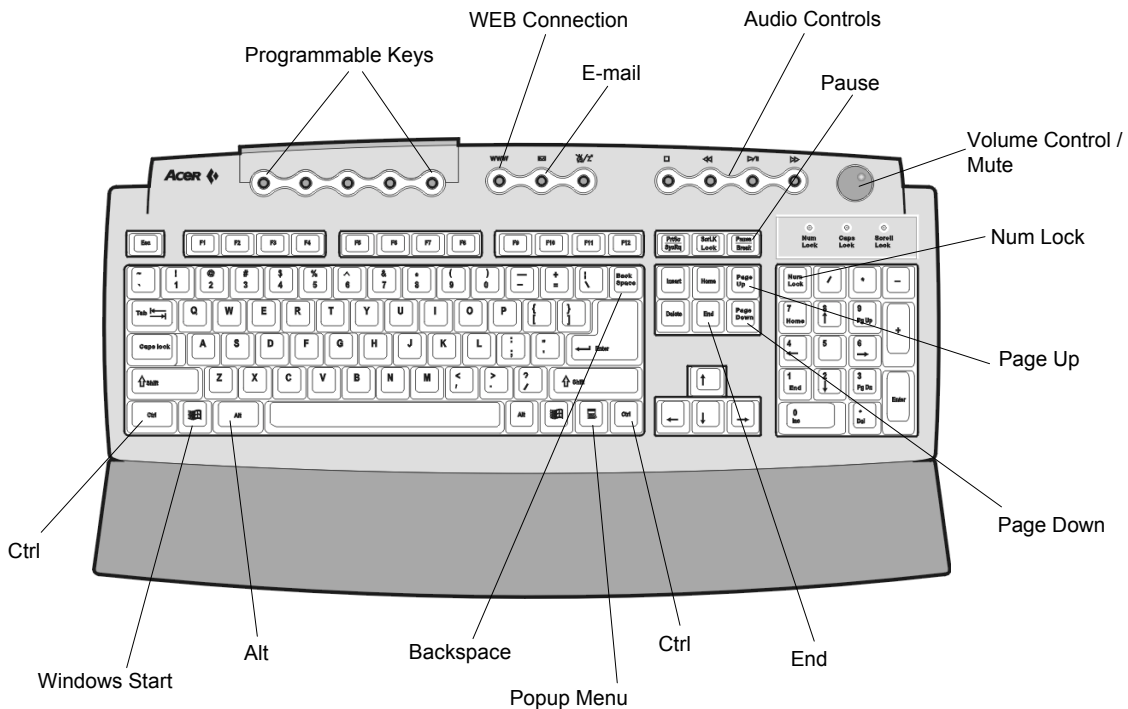
E-mail • Starts your e-mail program.

Programmable Keys • Start the programs previously assigned to each keys

Audio Controls • Controls the audio play functions.

Windows Start • Activates the Windows Me Start menu.

Popup Menu • Displays currently active applications and icons popup menus (similar to the mouse right click).



Your Monitor

Refer to the documentation provided with your monitor, for more information about your monitor characteristics and usage.

Computer Unit

Whether it's dealing with one of your personal letters or with a software program you bought from your reseller, your computer is capable of elaborating data in an electronic format, and storing them on its drives (hard disk, floppy disc, etc.).

To save data (write) or to recall them (read), your computer uses one of the following drives:

Hard Disk Drive

The hard disk drive is located inside your computer, and it's generally referred to as C:. It's your computer archive: your computer operating system and data are located on it. It has a lot of storage capacity, but you need to check from time to time that storage is still available on it.

Floppy Disk Drive

This drive uses 3.5 inches removable floppy disks, and it is called A:. It is very useful when you need to store small files.

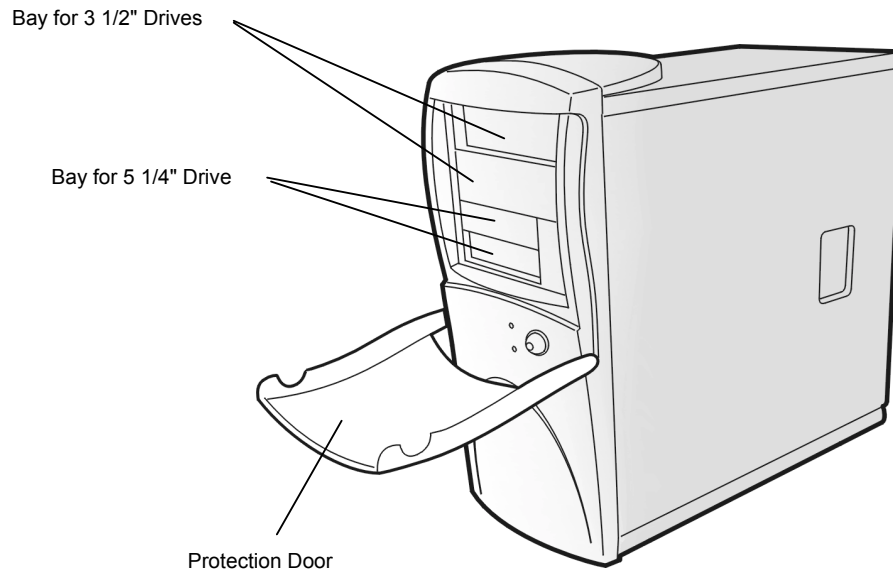
Optical CD-ROM , CD-RW, and CD-DVD Drives

Optical drives use CDs (R, RW, or DVD Compact Disc type).

According to the driver mounted on your computer, a common CD-ROM reader, a CD-RW reader and writer, or a DVD may be available (ask your reseller which drive your computer is equipped with).

If you have a normal CD-ROM reader, your drive is only capable of reading data, but won't be able to write on a CD-ROM. This is because, unlike a floppy disk, a CD-ROM has a read only memory, which means that your computer will be able to read data from a CD, but won't be able to write data on it (see note). This drive is generally called D:. On some computers, the CD-ROM may be identified by a different letter. To identify drives letters, refer to My Computer.

Note: There are CDs you can write only once (R), CDs you can write more than once (RW), and DVDs, but to write them you need a special drive. These new optical drives are similar to common CD-ROM drives, and are CD-ROM compatible. This means that if you are using a DVD drive or a CD-RW drive, you can use not only DVDs, but also normal CD-ROMs, CD-Rs, and CD-RWs.



Using Your Floppy Disk Drive

Floppy disks are used to copy data on a computer or to copy data from it. They are a useful and cheap way of handling small files.

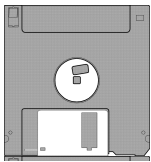
- 1 • Insert a floppy disk in your floppy disk drive as shown, its round metal part in the center facing down.
- 2 • Push it gently until it clicks.
- 3 • When you have finished using your floppy disk, remove it from the floppy disk drive by gently pressing the eject button, once the floppy disk LED is off.

How to Write Protect a Floppy Disk

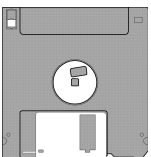
When the write protecting tag is open, you cannot write (save) data on your floppy disk. To be able to write data on it, the write protective tag must be closed. Write protection is a useful way of protecting your data from virus infections, when you are using your floppy disk on someone else's computer.

Write Protect Tag

- Data can be saved



- Data cannot be saved



Formatting a Floppy Disk

A floppy disk is a flexible support covered with a magnetic substance, similar to a magnetic tape, on which you can store data in electronic formats.

Floppy disks are protected by a rigid plastic case.

Before using a floppy disk, you have to format it, to make it able to receive your computer information.

Note: Most of the floppy disk on sale have already been formatted.

- 1 • Ensure your floppy disk is not write protected (for detailed instructions, see side notes)..
- 2 • Insert the floppy disk in the floppy disk drive.
- 3 • Click Start, select Programs, then Explorer.
- 4 • (3.5 inches Floppy (A:)) from My Computer.
- 5 • Click with your right mouse button, then select Format.
- 6 • Click Start.

Warning:

- Formatting a floppy disk you delete all the data on the floppy disk.
- Keep floppy disks away from heat and magnetic items that may damage your disk or information on it.

Using your CD-ROM/ CD-RW Drive

Unlike floppy disks, CD-ROM/DVD-ROM can be used only to transfer data to your computer.

Your Acer computer can use two types of CD-ROMs: audio disks, and data disks.

Data CDs can contain a lot of information, and big programs. A CD can contain more information than 450 floppy disks.

Press the eject button to manually open or close the CD tray. To insert a CD or a DVD in the CD drive, place it on the CD drive tray, its title side facing up, then depress the eject button to close the CD drive.

Note: it may take up to 30 seconds for the disk to stop turning and the drive to open. If you try to run a software program just after inserting your CD or your DVD, and an error message is displayed, indicating that the drive is not ready, wait a few seconds, then try again.

CD and DVD Maintenance

A CD/DVD has two sides:

- The title side, which specifies the CD/DVD content.
- The data side, on which data are stored.

CDs and DVDs can easily be ruined. Always hold them by their edge, to avoid stains or fingerprints on them. When you don't use them, always keep them in their case, to avoid to scratch them or damage them in any other way. Any kind of damage, dust, or dirt may affect data, and may damage your computer's optical reading device, or prevent your computer from being able to read the CD.

To clean your CDs and DVDs, use a clean cloth, pass it on your disc surface in a straight line, from its center to its edge, continuing all over its surface.

(Do not rub or make circular movements).

From time to time, you can clean your CD-ROM / DVD-ROM drive, to ensure your computer can easily read your disks.

(ask your reseller for details)

Note: The drive may sound like a fan. This is because new drives rotate at a very high speed.

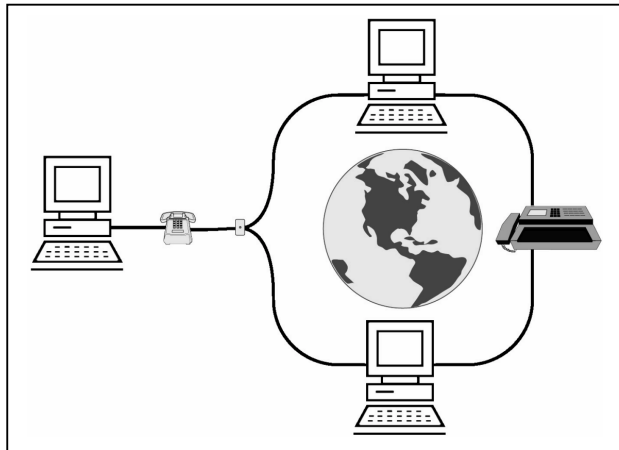
Unless you notice other problems, this shouldn't be considered as a sign of malfunction. Anyway, contact your dealer if you hear any unusual noise.

Data Modem/Fax

Your data modem/fax allows your computer to send and receive data, images, and information all over the world, provided that a phone line and Internet access are available.

After connecting your computer to the phone line, you can:

- Have access to the Internet*
- Send and receive faxes
- Send and receive email messages



Accessing the Internet

Your Aspire computer is ready to be connected to the Internet. Once you have Internet access, you can visit the Acer Web site for updates, send and receive email messages, book your holidays, keep up to date about movies, and many other interesting subjects.

All what you need is a phone line to connect your modem to, and a subscription to an Internet Service Provider.

* You need a subscription to an Internet Service Provider.

** In addition to the service rate, you may have to pay a monthly or hourly fare to be able to use it.

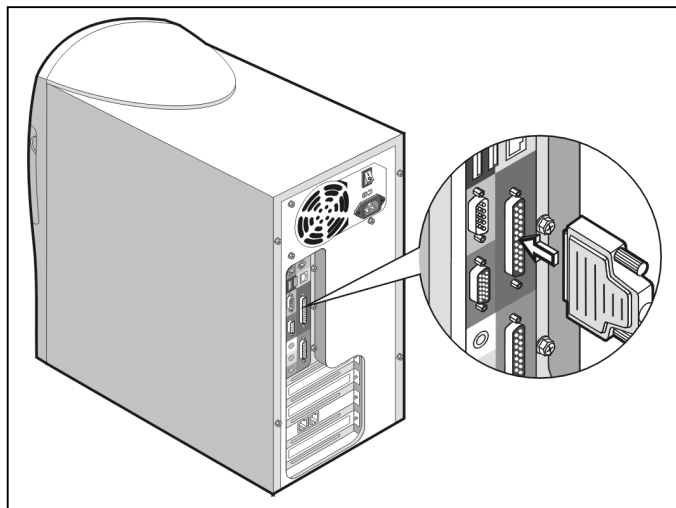
Note: Consult an Internet Service Provider, or your reseller for detailed information.

Connecting an Optional Printer

To use your system at its best, you should connect a printer to it. Using a printer will allow you to generate paper copies of your documents and work. Color printers have become quite inexpensive lately, and using one of them will allow you to get excellent quality graphics: letters, photos, etc..

- 1 • Ensure that your computer has been switched off, and that the power cord has been unplugged.
- 2 • Connect the printer cable to the printer, and to the printer port located on the rear panel of your computer. The printer cable is usually sold with the printer.
- 3 • Plug your printer power cord into a socket.
- 4 • Switch your printer on.
- 5 • Switch your computer on.
- 6 • Install the printer driver supplied with your printer, and follow the instructions.

Note: For your printer driver to work in the correct way, you have to switch your printer on first, so that Windows Me can detect its presence.



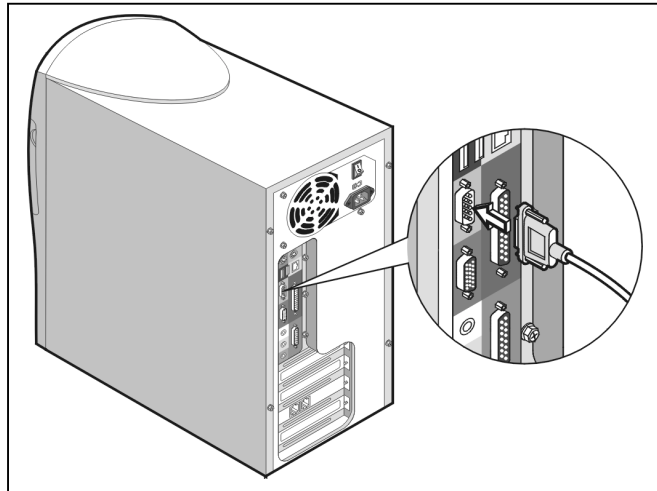
Installing your Printer Driver

A printer driver is a specific program provided with your printer, capable of communicating to your computer the type of printer connected to it, so that all your printer's features can be used. Most common printers can be automatically detected by Windows Me. Consult your printer user's guide, if your printer is not available in Windows Me. If you are experiencing problems or if you have questions, you should contact your printer's manufacturer. Usually, all that you have to do is follow the onscreen instructions provided by your printer software: they will guide you through your printer installation process and test.

Connecting an Optional Serial Device

Serial devices are also available on the market, and your computer can handle also a serial interface. The following lines explain how to install a serial device.

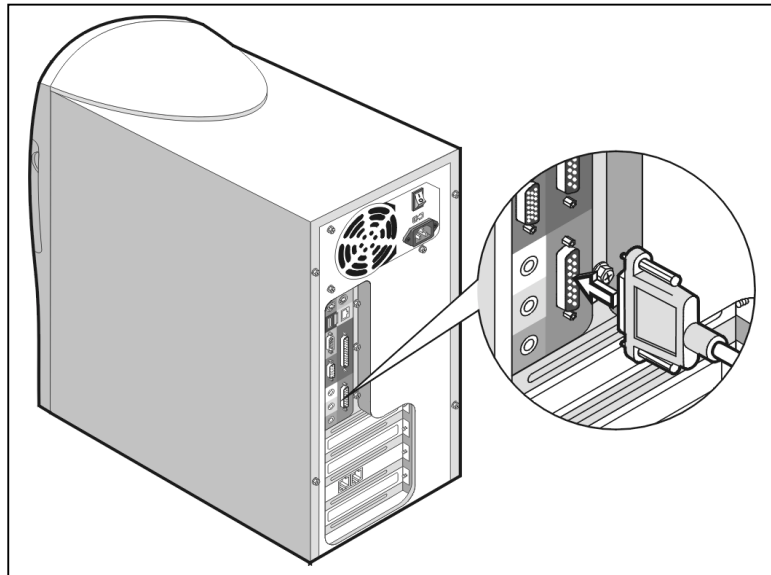
- 1** • Ensure that your computer has been switched off, and that the power cord has been disconnected from the plug.
- 2** • Connect the serial cable to the serial device, and to the serial port located on your computer rear panel. The serial cable is usually sold together with the serial device.
- 3** • Connect your serial device power cord plug into a socket.
- 4** • Switch your serial device on.
- 5** • Switch your computer on.
- 6** • Install the driver supplied with your serial device, and follow the instructions.



Connecting a Joystick or an Optional MIDI Device

The Games/MIDI port transforms your Aspire computer into an exciting equipment for entertainment and games.
Here are the steps you have to follow to connect the game or MIDI device to your system.

- 1** • Ensure that your computer has been switched off, and that the power cord has been disconnected from the plug.
- 2** • Locate the Game/MIDI port on the rear panel of your computer.
- 3** • Connect the joystick cable or the MIDI cable to this port.
- 4** • Supply power to your computer, and to the device you have installed, then follow the onscreen instructions provided by the just added device's manufacturer.



Using the Audio System at its Best

Listening to an Audio CD

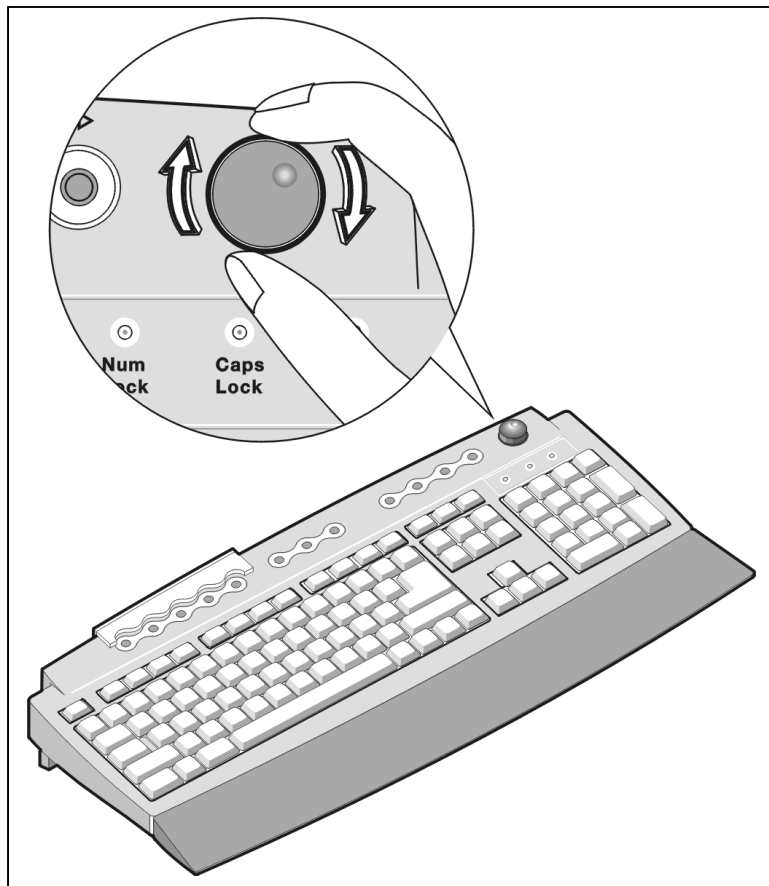
If you want to listen to some music while working on your system, insert an audio CD in the CD-ROM drive, wait from ten to twenty seconds, till your computer automatically detects your audio CD format, and starts to play the CD.

Adjusting the Volume

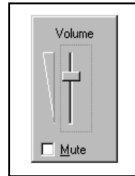
You can adjust an audio CD volume in three different ways:

- 1 • Rotate the volume knob on your keyboard, to turn the volume up or down.

Note: To deactivate sounds, press the volume knob (MUTE function).



2 • On the taskbar in the lower part of your screen, click the Volume icon. The volume control is displayed (see picture). You can adjust the volume using your mouse.



3 • Open an application program which includes audio mixer functions.

Adding Options to your Aspire Computer

Connecting an USB Device

Your Aspire computer can support USB (Universal Serial BUS) devices. These devices allow you to easily expand your system set of functionalities. In this way, installing devices such as digital cameras, scanners, joysticks, and others becomes easy and simple also for users lacking of technical skills.

Several expansion devices, such as hard disks, memories, and expansion cards to accomplish several other tasks can be added to your Acer Aspire system.

Adding expansion devices to your system requires a certain level of technical ability, and therefore such a task cannot be carried out by unqualified personnel.

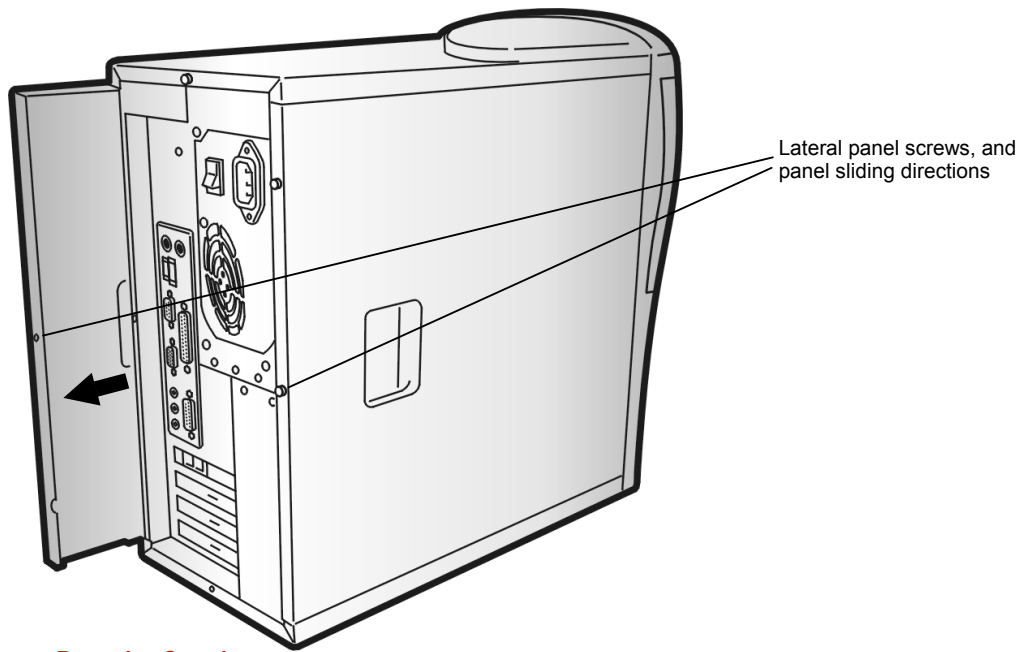
Opening/Closing your Aspire Microtower

Warning! Before opening your computer, always switch it off, and unplug it from the power line.

If two safety seals have been broken, your system warranty is no longer valid.

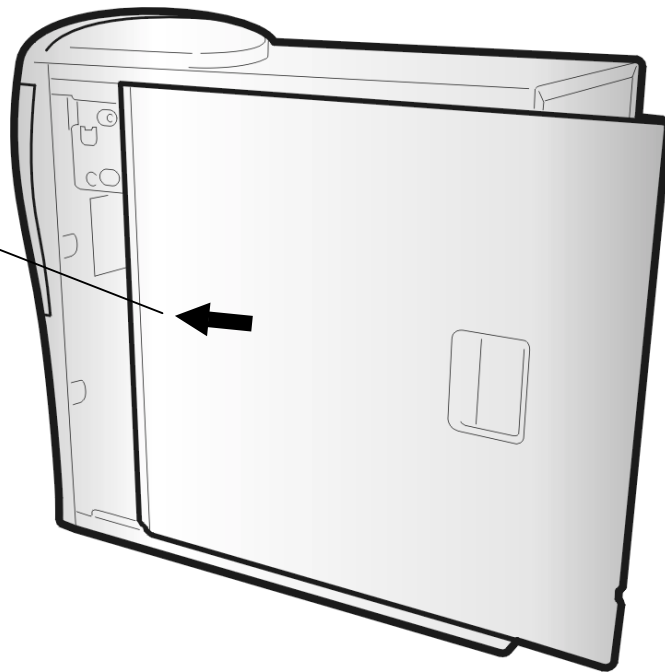
Removing the Cover

- 1 • Place your system on a flat surface.
- 2 • Unscrew the two screws on your system rear panel (one to its left, and the other to its right), and remove them from the rear panel.
- 3 • Pull the two lateral panels towards the rear of your computer, gripping them by the two openings. The two panels are mounted so that you can make them slide to release them.



Removing Covering Panels

Lateral Panels Sliding Directions



Putting the Covering Panel Back

Precautions to Avoid Electrostatic Discharges

Before installing a new component, to avoid electrostatic discharges (ESD) always follow these precautions

- Electrostatic discharges can cause permanent damage to your computer.
- Do not remove a component from its anti-static wrapping unless you are ready to install it.
- Wear an anti-static wrist bracelet before handling electronic components. Most of the electronic components resellers also sell this kind of bracelets.
- As a precaution to reduce the consequences of electrostatic discharges, keep one of your hands in contact with the external metallic case of your system.

Putting the Covering Panel Back

After you finish operating inside your computer, put the lateral panels back in place, maintaining their original positioning.

1 • Insert the protruding indented parts (they have the shape of small metallic indentations, and they are placed on the lateral covering upper and lower parts) into the chassis slots, so that they can fit and slide to close the chassis.

2 • Slide the covering forward, and put the screws back in place.

Note: To easily put the lateral covers back in place, align all the indentations to the corresponding chassis slots, paying particular attention to the fact that both the upper and lower indentations should be aligned. Fitting all indentations in the right slot makes the cover slide easily and smoothly towards the front of your computer.

Need Help?

Acer made their best to provide you with an easy to service and reliable computer. However, unexpected issues may arise. Refer to the hints and tips provided by this troubleshooting section, to diagnose and solve your problems.

Troubleshooting

Answers to the most frequently asked questions follow:

The Start button is not displayed on the screen.

Either your taskbar has been set to a very small size, or it is hidden.

To display the taskbar:

- 1 • Press the **Start** key on your keyboard.
- 2 • Press the **Esc** key to close the Start menu (the taskbar is still selected).
- 3 • Press **Alt + spacebar**, then select "**Resize**".
- 4 • Use the arrow keys to resize your taskbar, select your preferred size, then press **Enter**.

The computer does not shutdown completely.

If your computer is blocked, and you cannot do anything, you might have to switch it off using the switch located on its rear panel.

Sometimes the CD-ROM doesn't work, and the eject operation fails.

- 1 • The CD you are using may have been scratched, or it might need cleaning. Clean your CD.
- 2 • If cleaning your CD doesn't solve your problem, contact your Acer Technical Support.

Note: Do not leave a floppy disk in the floppy disk drive. At the following boot, your computer will detect the floppy disk presence, and will boot the operating system only after you have removed the floppy disk from the floppy disk drive, and have followed the onscreen instructions.

The keyboard doesn't work.

- 1 • Press the **Caps Lock** key several times, to see whether the LED commutes from on to off.
- 2 • If this doesn't happen, check that your keyboard's cable has been inserted into the rear panel connector in the right way.
- 3 • If the problem persists, contact Acer Technical Support.

If at boot time your system gives the following warning:

Keyboard Error, No Keyboard Connected or Keyboard Interface Error

Check that your keyboard has been properly connected, and that it hasn't been unplugged.

The modem has been connected, but there's no dial tone.

- 1 • Check that the in and out lines are properly connected, as they can easily be mistaken
- 2 • Make sure that all the phones connected to the external phone line aren't using the line at the same time.

The modem doesn't work.

- 1 • Ensure that the phone line cable has been inserted into the socket in the computer's rear panel marked as Line or Wall.
- 2 • Ensure that the phone line cable has been firmly connected to your computer, and to the wall plug.
- 3 • If the modem is still not working, disconnect any other equipment connected to the same phone line.
- 4 • If the modem is still not working, deactivate all your phone line special services, such as call waiting and similar.

When you switch your system on, the monitor doesn't go active.

- 1 • Ensure that your monitor power on LED is on.
- 2 • Check your brightness and contrast settings, and adjust as needed.
- 3 • If the problem persists, check that your monitor is properly connected to your computer.

The monitor doesn't go active.

- 1 • If the power on LED is off, check that your monitor has been connected to a power source.
- 2 • If the monitor power on LED is on and flashing, check that the monitor video cable has been properly connected to your computer.
- 3 • If the computer power on LED flashes, depress the switch once.
- 4 • If necessary, disconnect the monitor from your computer, then check the PINs on the monitor's cable connector, to check that they haven't been bent or broken.

The mouse makes erratic movements.

Clean your mouse:

- 1 • Turn your mouse upside down.
- 2 • Remove the ring that keeps the ball in place, by turning it counterclockwise.
- 3 • Clean every moving part of your mouse using a cotton cloth or pad that has been moistened with alcohol.
- 4 • Put the ball back into the mouse, then place the ring back, turning it clockwise to restore its original position.

The sound quality is not very good, or it is unusual, or the system doesn't produce any sound at all.

- 1 • Turn the volume up, using the knob on your keyboard.
- 2 • In Windows Me, double click the Volume icon (on the taskbar, close to the clock) to verify that the volume is active, and that the mute control has not been activated, or use the knob on your keyboard.

The system is halted.

If the system halts or stops, you can activate it again depressing the **Ctrl+Alt+Canc** keys at the same time. Follow the instructions displayed.

If the system doesn't start:

- 1 • Press your computer **power switch**, to switch your computer off.
- 2 • Press **the power switch** again, to switch your computer on again.

Note: When rebooting your computer, unsaved data will be lost, and your Windows operating system ScanDisk procedure may start.

The floppy disk drive cannot read the floppy disk.

- 1 • Extract the floppy disk from the floppy disk drive, insert it back into the drive, and try again.
- 2 • Check that the disk has been properly formatted. When you format a floppy disk, all data on your floppy disk will be lost.
- 3 • Try to use a different, well preserved floppy disk. If the drive now works, the first floppy disk may be damaged.

Note: Your system uses special diagnostic programs to detect your computer malfunctions. In case of malfunctions, certain error messages are usually displayed on the screen: you should write them down to be able to let the Technical Support people know about your problem, so that they can help you to understand and solve it.

Technical Support:

Acer Technical Support Web site: <http://www.acer.co.uk>

If you are experiencing problems with your system before your system Warranty expires, you should contact Acer Technical Support. Technical Support supports your problems covered by your system warranty, such as hardware malfunctions.

Before calling Acer Technical Support, you should write down carefully a detailed description of your problem. It will only take few minutes, and it will help Technical Support people to assist you at their best.

Warranty Declaration of Non Responsibility

Acer cannot be consider explicitly or implicitly responsible about the content of this document, and doesn't provide warranty of trade or use for any specific purpose. All the software products described in this manual is sold and given the user the license to be used "as it is". If, after the product purchase, software programs will turn out to be defective, all costs related to service, repair, accidental or indirect damage deriving from faulty software programs will be borne by the user (and not by this company, the distributor or the reseller). Acer reserves the right to review this publication, and to modify or change its content without notice to anyone.

Declaration of Non Responsibility

The functions described in this manual are not necessarily available for all models. Acer makes non-stop updates to their products to answer their customers needs, therefore software and hardware specifications may change any moment. Refer to the label on the product packaging, for information about the specifications related to the product you bought.

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4 • Indemnity to Customers. The software producer takes full responsibility of Software products, and the only indemnity to customers will be, at total discretion of the software producer, (a) trying to correct the errors believed to cause the problem, (b) substituting the software product with another product, equivalent from a functional point of view (c) paying back only the purchase price, after all the software copies and accompanying material have been given back to the producer.

5 • Non Responsibility for Indirect Damage. THE SOFTWARE PRODUCER OR ACER CANNOT BE HELD RESPONSABLE FOR INDIRECT, SPECIAL, OR ACCIDENTAL DAMAGE DERIVING FROM THE USAGE OF THE SOFTWARE PRODUCT, INCLUDING WHEN THE DAMAGE HAD BEEN ANTICIPATED AND COMMUNICATED.

Some jurisdictions do not allow limitations to the implicit warranty durations, or excluding or limiting accidental or indirect damage, therefore these limitations or exclusions may not be applicable. This limited warranty offers special rights to the user, who may benefit of other rights given by the jurisdictions the user belongs to.

6 • Limited Rights. If the Software is licensed to a United States Government organization, it is accepted that the Software has been designed and produced for commercial purposes, that, together with the accompanying material, is subject to the limitations in use for the use, the duplication, and the divulgation by the United States Government, expressed in the clause for the rights related to technical data and computer programs, in DFARS 252.227-7013 , subparagraph (g) (3) (i) of the FAR 52.227-14, Alternate III, or in other regulations, related to limited rights.

7 • Others. It is agreed not to export or re-export the Software product without the appropriate licenses, provided by the United States and by the foreign country. This contract is governed by the laws of the State of California, and it will not be given the choice of other legal clauses. This contract has an absolute value, and it substitutes any other verbal or written previous agreement, related to the subjects here in dealt.

CD-ROM Safety Warning

Warning: Laser devices release invisible but dangerous radiation: DO NOT OPEN THE CD-ROM DRIVE.

CLASS 1 LASER PRODUCT
PRODOTTO LASER DI CLASSE 1
APPAREIL A LASER DE CLASSE 1
LASER KLASSE 1
LOUKAN 1 LASERLAITE
PRODUIT LASER CATEGORIE 1

Precautions Related to the Lithium Batteries

Warning: in case of wrong replacement, batteries may explode. Replace batteries only with batteries of the same or equivalent type, and follow the manufacturer instructions. To dispose of batteries, follow the batteries manufacturer instructions, and the local disposal regulations.

CE Compliant

This equipment has passed the compliance tests for CE regulations and limitations.



Warranty
Garantie
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Limited Product Warranty



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Limited Product Warranty

A. Coverage of Limited Warranty

This Limited Warranty confers upon you specific rights and remedies. The law of the country of your residence may give you different and more expansive rights and remedies, and the provisions of this Limited Warranty shall not operate to impair or abridge any rights or remedies you may have under such local laws. Subject to the Limitations and Exclusions described herein, Acer extends the limited warranties set out below. (As used in this document, "Acer" refers to the Acer company in the country within the Territorial Scope of this Limited Warranty where your Acer System was first sold to an end-user. If you are not sure which Acer company is responsible, please refer to the Warranty Card accompanying your System.

1) System Warranty

Acer warrants any Acer computer hardware product ("System") first sold to an end-user in a country of the European Economic Area (the "Territorial Scope"), to be free from defects in materials or workmanship under normal use for the duration of the warranty period as stated on the Limited Warranty card supplied with your System ("Warranty Card"). The warranty period commences on the date of purchase. Your original purchase invoice (sales receipt), showing the date of purchase of the System, is your proof of the date of purchase. This Limited Warranty extends beyond the original purchaser to any lawful successor in interest, provided, however, that anyone claiming under this warranty must, upon request, produce the original purchase invoice to be entitled to warranty services. Warranty service will be performed based on the primary language used in the EEA country where the service request is made. Warranty repair services involving language based aspects of your System (e.g., keyboards, software) may not be capable of being performed in another language than the primary language used in the EEA country where the service request is made. Acer will, at its option, repair or replace any defective Systems or parts thereof covered by this Limited Warranty with new or factory-refurbished parts or Systems that are equal to new products in performance. All exchanged parts and Systems replaced under this Limited Warranty will become the property of Acer.

2) Parts & Components Limited Warranty

For genuine Acer parts and components that have been purchased in a country falling in the Territorial Scope of this Limited Warranty and which have been installed in a System at the time of the original purchase of the System, and that are defined as "Options or Accessories" in the Acer price list in force at the time of the purchase by the original end-user, Acer extends a warranty equal to the warranty in effect with respect to the System in which the parts and components are installed.

3) Media & Software Limited Warranty

Regarding Acer-supplied software accompanying the System, Acer warrants the "hard copy" media, e.g. diskettes, CD-ROMs upon which this software is delivered to be free from defects in materials and workmanship for a period of 180 days after the date of purchase by the end user. In the event that you receive defective media, Acer will replace the defective media at no charge to you.

Except for this media warranty, any software is provided "As Is". Acer does not warrant that the operation of this software will be uninterrupted or error-free, or that this software will meet your requirements.

B. Warranty Limitations and Exclusions

The limited warranties with respect to Systems, Parts & Components, Media & Software, (collectively, "Product" or "Products") are subject to the following exclusions and limitations:

1) Exclusions

This Limited Warranty does not extend to:

- 1.1 any Product not manufactured by or for Acer, or first sold to an end-user in a country without the Territorial Scope of this Limited Warranty (except notebooks subject to the "International Traveler Warranty").
- 1.2 any Product that has been damaged or rendered defective (a) as a result of use of the Product other than for its normal intended use, failure to use the Product in accordance with the User's Guide that accompanies the Product, or other misuse, abuse, or negligence to the Product; (b) by the use of parts not manufactured or sold by Acer; (c) by modification of the Product; (d) as a result of service by anyone other than Acer or an Acer Authorized Service Provider; (e) by improper transportation or packing when returning the Product to Acer or an Acer Authorized Service Provider; or (f) by improper installation of third-party products (e.g., memory cards).
- 1.3 loss of any, or damage to, programs, data, or removable storage media. You are responsible for saving (backing up) any programs, data or removable storage media. Please note that Acer may opt to replace the Product submitted for warranty services with a remanufactured Product of equal quality, and, thus, any data stored by you on your original Product may become permanently inaccessible to you.
- 1.4 consumable parts, i.e., parts that require periodic replacement during the normal course of the Products usage, including without limitation, notebook batteries.
- 1.5 minor defects of LCD displays occurring in Products equipped with LCD display technology, provided that there shall not be more than four (4) defective pixels per million pixels on a given LCD

display, and provided further that, if the display panel is divided into nine (9) equal rectangular areas, there shall be one defective pixel in the central area of the display.

2) Disclaimer of Warranty and Limitations

Except for the limited warranties set forth herein, Acer disclaims all other warranties, expressed or implied or statutory, including but not limited to implied warranties of merchantability or fitness for a particular purpose. Any implied warranties that may be imposed by applicable law are limited to the terms of this Limited Warranty. In no event shall Acer be liable for any incidental, special or consequential damages, including but not limited to loss of business, profits, data or use, whether in an action in contract or tort or based on a warranty, arising out of or in connection with the use or performance of the Product or any Acer-supplied software that accompanies the Product, even if Acer has been advised of the possibility of such damages. You agree that repair, and (upon availability) replacement, as applicable, under the warranty services described herein is your sole and exclusive remedy with respect to any breach of the Acer Limited Warranty set forth herein.

C. Obtaining Warranty Service

Subject to the provisions, exclusions and limitations set forth above, you are entitled to On-site, Carry-In or Mail-In warranty service with respect to your Product as determined in the Warranty Card accompanying your Product. The exercise of such rights is subject to the following terms and conditions:

1. Repair service is available for Product purchased and located within the Territorial Scope of this Limited Warranty. Claims under this Limited Warranty will be honored only if made within the warranty period specified on the Warranty Card. On-Site repair service is available only in certain geographical areas. Please use the contact information on the Warranty Card to verify that your location is covered by On-Site service. In areas where On-Site service is not available, Acer offers Carry-In service or Mail-In service.
2. Consult the Warranty Card for the phone numbers and other contact information of the Authorized Service Providers and the Acer Authorized Service Centers in your country.
3. Before contacting Acer, please run the Hardware Diagnostics. This will help us provide you with better quality support. Please refer to your User's Guide for instructions.
4. Please call the Acer technical support number on your Warranty Card for the country you are located in. Acer will attempt to resolve warranty issues over the telephone and may require your assistance in performing routine diagnostic procedures in connection with this call. Your cooperation will aid in avoiding "no defect found" service interventions and the resulting charges. If Acer determines in the course of the telephone diagnostic procedure that the problem described by you can be remedied by replacing an external component (e.g., keyboard, mouse, speaker, etc.), Acer will ship to you free of charge such replacement component to be installed by you. If telephone resolution is not possible, Acer will then issue you a Repair Authorization Number ("RA Number") for Carry-In or Mail-In service to be used as a means of identifying the Product to be repaired.
5. On-Site repair, if your Product is eligible for such service, as determined by the Warranty Card accompanying your Product, will take place at your site. For On-Site warranty service, an Acer or Acer-authorized technician will be dispatched for repair. Acer may require you to use Mail-In or Carry-In service, if the Acer or Acer-authorized technician in his or her reasonable discretion determines that your site is not reasonably accessible or safe for the warranty repairs to be carried out.
6. Carry-In service is performed at Acer Authorized Service Centers. If you chose this service option, the Product will be held for pick-up by you at the Acer Authorized Service Centers after the repair service is completed.
7. For Mail-In service, you must return the Product to an Acer Authorized Service Provider as identified by Acer personnel at the time the RA Number is issued. If you are opting for Mail-In service, you will also be informed by Acer personnel on how to contact an Acer designated freight forwarder in order to effect the return of your Product free of charge. Acer will return the repaired Product at Acer's cost. If you do not use the freight forwarding services made available to by Acer, you will be liable for any resulting charges.
8. If available, you should use the original shipping and packing materials and include a description of the symptoms giving rise to your warranty claims. The RA Number must be placed on the exterior shipping container.
9. You must provide Acer with proof of place and date of purchase. (i.e., you must include a copy of the original sales receipt shipped with the Product).

D. Charges

If you cause Acer to start the repair of a Product otherwise covered under this Limited Warranty and, Acer reasonably determines that the Product is not defective and that the problem giving rise to your service call was the result of your lacking ability to use the Product, the installation of incompatible software by a party other than Acer, computer viruses, and the like, Acer will charge you a flat fee of Euro 100 for any Mail-In or Carry-In service call, and a flat fee of Euro 150 for any On-Site service call.

UK

2-Years LIMITED WARRANTY CARD

PRODUCT	WARRANTY PERIOD AND TYPE
Personal Computers	
Aspire by Acer	2 Years: Mail-in or Carry-In ⁽¹⁾
Technical Support (Hardware only)	2 Years
Software Support	180 days
Accessories	6 months Mail-in ⁽¹⁾

Please see the Limited Product Warranty in the Acer Customer Services and Warranty Guide for details regarding warranty coverage. For technical support, please call the corresponding phone number in your Country

(1) Mail-in: Customer ships the unit to Acer's repair depot. After the repair is complete, Acer ships the unit back to the customer.

Carry-in: Customer brings the unit to an Acer Authorized Service Provider. After the repair is complete, customer picks the unit up.

Warranty Upgrade Options

To obtain more information about or to order any of the warranty upgrade options please visit Acer WEB-sites or call the corresponding phone number in your Country

Warranty void if sealing is opened

Eingeschränkte Produktgarantie Gewährleistungs- - und Haftungsregeln

acer
we hear you

Eingeschränkte Produktgarantie Gewährleistungs- - und Haftungsregeln

A) Eingeschränkte Produktgarantie

Diese eingeschränkte Garantie überträgt Ihnen spezifische Rechte und Rechtsmittel. Die landesspezifischen Gesetze können Ihnen unterschiedliche und darüber hinaus gehende Rechte und Rechtsmittel zubilligen. Diese Garantie schränkt diese landesspezifischen Rechte in keiner Weise ein.

Vorbehaltlich der Einschränkungen und Ausschlüsse erweitert Acer die Garantie wie im nachfolgenden beschrieben. (Im folgenden steht „Acer“ für die jeweilige Acer-Niederlassung des Landes, in dem der Endkunde das Produkt zum ersten Mal erworben hat. Wenn Sie sich nicht sicher sind, welche Acer-Niederlassung für Ihr Anliegen zuständig ist, informieren Sie sich bitte an Hand der dem Produkt beiliegenden Garantiekarte.)

1) Systemgarantie (Hardware)

Acer garantiert, daß die von Acer an einen Endkunden innerhalb der Europäischen Wirtschaftsgemeinschaft verkaufte Computerhardware (das "System") bei normaler Verwendung innerhalb der Garantiefrist frei von Material- oder Verarbeitungsfehlern ist. Die Garantiefrist ergibt sich aus der mit dem System mitgelieferten Karte mit Informationen über die eingeschränkte Garantie ("Garantiekarte"). Die Garantieleistung kann nur in jenem Staat der Europäischen Union bzw. in der Schweiz oder Norwegen, geltend gemacht werden in dem dieses System zuerst an einen Endanwender verkauft wurde (das "Einzugsgebiet"), mit der Maßgabe, daß Garantieleistungen für mit einer „International Travellers Warranty“ verkaufte Notebooks in allen Ländern innerhalb des räumlichen Geltungsbereiches der „International Travellers Warranty“ in Anspruch genommen werden können. Die Garantiefrist beginnt mit dem Kaufdatum. Ihr Nachweis über das Kaufdatum ist die Originalrechnung (Kaufbeleg) mit eingetragenem Kaufdatum. Diese eingeschränkte Garantie gilt über den ursprünglichen Käufer hinaus auch für jeden späteren berechtigten Eigentümer, sofern bei Ansprüchen gemäß dieser Garantie auf Anforderung der Original-Kaufbeleg als Nachweis für die Berechtigung der Garantiesprüche vorgelegt werden kann. Der Garantie-Service wird in der jeweiligen Landessprache des Landes erbracht, in der der Garantie-Service in Anspruch genommen wird. Werden landesspezifische Komponenten zur Reparatur benötigt, wie z.B. Tastaturen, Software etc., so behält sich Acer vor, diese durch landesspezifische Komponenten des Landes zu ersetzen, in dem der Service in Anspruch genommen wird.

Acer wird nach eigenem freiem Ermessen defekte Hardware-Teile reparieren oder durch neue oder im Werk generalüberholte Teile oder Systeme ersetzen, deren Leistungsparameter mit neuen Produkten vergleichbar sind. Werden im Rahmen der eingeschränkten Haftung Teile und/oder Systeme ausgetauscht, so ist der Garantieberechtigte verpflichtet, die ausgetauschten Teile in das Eigentum von Acer zu übertragen.

2) Eingeschränkte Garantie für Teile & Komponenten

Für Originalteile und Komponenten von Acer, welche in einem der in Absatz 1 genannten Länder erworben wurden und beim ursprünglichen Verkauf des Systems an einen Endabnehmer im System installiert waren, und in der zum Kaufzeitpunkt gültigen Preisliste als "Optionen oder Zubehör" aufgeführt waren, gewährt Acer einem Umfang und Laufzeit der Garantielaufzeit der für das System, in dem die Teile und Komponenten installiert sind, entsprechende Garantie.

3) Eingeschränkte Garantie für Datenträger & Software

Bei der von Acer für das System mitgelieferten Software garantiert Acer für die Datenträger, z.B. Disketten und CD-ROMs, auf denen diese Software geliefert wird, die Freiheit von Material- und Verarbeitungsfehlern für eine Frist von 90 Tagen nach erstmaligem Verkauf an einen Endanwender. Bei Lieferung defekter Datenträger ersetzt Acer die defekten Datenträger kostenfrei.

Mit Ausnahme der Garantie für die Datenträger wird jede Software ohne Mängelgewähr geliefert. Acer sichert nicht zu, dass diese Software ohne Unterbrechungen oder fehlerfrei funktioniert oder Ihren Anforderungen genügt.

4) Garantieeinschränkungen und Ausschlüsse

Die eingeschränkte Garantie für die Systeme, Teile & Komponenten, Datenträger & Software, (gemeinsam die "Produkte") unterliegt folgenden Ausschlüssen und Einschränkungen:

a) Produkte, die nicht von oder für Acer hergestellt worden sind oder die nicht innerhalb der Europäischen Wirtschaftsgemeinschaft verkauft worden sind (ausgenommen hiervon sind Notebooks, die der „International Traveler Warranty“ unterliegen).

b) Produkte, die (a) durch zweckentfremdete Verwendung des Produkts, Nichtbeachtung der Hinweise in der Benutzeranleitung, die mit dem Produkt geliefert wurde, oder durch andere mißbräuchliche oder falsche oder fahrlässige Nutzung des Produkts; (b) durch Verwendung von Teilen, die nicht von Acer hergestellt oder verkauft wurden; (c) durch Veränderung des Produkts; (d) durch Reparaturversuche Dritter, d.h. nicht von Acer oder Vertragswerkstätten von Acer; oder (e) durch unsachgemäßen Transport oder unsachgemäße Verpackung bei Rücksendung des Produkts an Acer oder eine Vertragswerkstatt von Acer; (f) durch unsachgemäße Installation der Produkte von Drittanbietern (z.B. Speicherkarten) beschädigt oder funktionsunfähig wurden.

c) Acer haftet mit Ausnahme der bereits in Pkt A) Z 3 genannten Datenträger nicht für Schäden an oder den Verlust von Programmen, Daten oder nicht fest mit dem System verbundenen Datenträgern. Die Anfertigung von Datensicherungskopien (Backups) von Programmen, Daten oder entnehmbaren Datenträgern ist Ihre Obliegenheit. Beachten Sie, dass Acer nach eigenem Ermessen entscheiden kann, das zur Garantiereparatur eingesendete Produkt durch ein generalüberholtes Produkt gleicher Qualität zu ersetzen, und Ihnen daher auf dem Originalsystem gespeicherte Daten eventuell später nicht mehr zugänglich sind.

d) Diese eingeschränkte Garantie erstreckt sich nicht auf Verbrauchsmaterialien, d.h. Teile, die bei der Nutzung des Produkts in regelmäßigen Abständen ersetzt werden müssen, beispielsweise Batterien.

e) Geringfügige Mängel bei LC-Displays, die in Geräten auftreten, die mit LC-Display-Technologie ausgestattet sind. Als geringfügiger Mangel gelten folgende Definitionen: (1) Es dürfen nicht mehr als vier Pixelfehler pro eine Million Bildpunkte auftreten. (2) Unterteilt man das Display in neun gleich große rechteckige Flächen, so darf ferner in dem mittleren Rechteck kein Pixelfehler sichtbar sein.

5) Inanspruchnahme von Garantieleistungen durch Einsetzung, Transport in die Werkstatt, oder vor Ort.

Vorbehaltlich der oben genannten Regelungen, Ausschlüsse und Einschränkungen können Sie alle in der Garantiekarte angeführten Garantieleistungen in Anspruch nehmen, indem Sie das Produkt in jenem zum Einzugsgebiet gehörigen Land, in dem es ursprünglich an einen Endanwender verkauft wurde, oder nach Anzeige des Wohnsitzwechsels gemäß Absatz A.1) im Land Ihres neuen Wohnsitzes, in die Vertragswerkstatt bringen oder per Post einsenden, oder Vor Ort Service in Anspruch nehmen. Nähere Angaben finden Sie auf der Garantiekarte, die mit Ihrem Produkt geliefert wurde. Die Wahrnehmung solcher Rechte unterliegt folgenden Bedingungen:

a) Sie können das gekaufte Produkt nur in jenem zum Einzugsgebiet gehörigen Land, in dem es ursprünglich an einen Endanwender verkauft wurde, oder nach Anzeige des Wohnsitzwechsels gemäß Absatz A.1) im Land Ihres neuen Wohnsitzes, zu Garantiereparaturen in die Vertragswerkstatt bringen bzw. per Post einsenden, oder vor Ort Service in Anspruch nehmen. Die Telefonnummern und sonstige Angaben zu den Ansprechpartnern der Vertragswerkstätten und den Vertrags-Servicezentren von Acer in Ihrem Land finden Sie auf der Garantiekarte. Vor Ort Service ist nicht überall verfügbar. Bitte vergewissern Sie sich an Hand der Garantiekarte, daß Vor Ort Service für Ihre Adresse verfügbar ist. In Gebieten, in denen kein Vor Ort Service verfügbar ist, bietet Acer Service in den Acer Vertragswerkstätten an.

b) Auf der Garantiekarte finden Sie alle Telefon-Nummern und Kontaktinformationen über die autorisierten Acer-Service-Stellen in Ihrem Land.

c) Der Garantieberechtigte wird ersucht, eine Erstdiagnose mittels des „Hardware Diagnostics“ Programmes durchzuführen, bevor er sich an Acer wendet. Auf diese Weise können wir Ihnen schneller helfen. Entsprechende Hinweise finden Sie in der Benutzeranleitung.

d) Kontaktieren Sie telefonisch den für Sie örtlich zuständigen Acer technischen Kundendienst unter der auf der Garantiekarte angegebenen Telefonnummer. Acer wird zunächst versuchen, den Garantiefall telefonisch zu klären. Erweist sich dieses als nicht zielführend, wird Acer mit Ihrer Mitwirkung diagnostische Routine-tests durchführen. Stellt sich bei der Fehlerdiagnose heraus, daß der Fehler durch eine externe Komponente, wie z.B. eine Tastatur, Maus, Lautsprecher etc., verursacht wurde, wird Acer das defekte Teil frei zum Endkunden schicken, der es dann selbst auszutauschen hat. Ist der Fehler nicht am Telefon zu diagnostizieren, erteilt Acer Ihnen eine Rücksende-Genehmigungsnummer (Return Materials Authorization - RMA), mit der Sie das Produkt bei der Einsetzung an Acer kennzeichnen müssen.

e) Onsite-Service (im nachfolgenden auch „Vorort-Service“ genannt): Verfugt Ihr Gerät laut beiliegender Garantiekarte über einen Vorort-Service, so wird Acer nach telefonischer Rücksprache mit dem Kunden einen Service-Einsatz vor Ort einleiten, um den Fehler vor Ort zu beheben. Ist es nicht möglich, einen Einsatz vor Ort einzuleiten oder durchzuführen, so wird der Endkunde gebeten, das Gerät per Mail-In oder Carry-In Service in das Repair-Center einzuschicken.

f) Carry-In-Service: Bringen Sie das Gerät bitte in eines unter autorisierten Service-Center. Nach erfolgter Reparatur können Sie das Gerät dort wieder abholen.

g) Mail-In-Service: Bitte schicken Sie das Gerät nach erfolgter telefonischer Fehleranalyse in unser Repair-Center ein. Unser Service-Personal wird Ihnen telefonisch die RMA-Nummer sowie ein Frachtunternehmen nennen, mit dem Sie das Gerät kostenfrei in das Service-Center einschicken können. Benutzen Sie ein anderes Frachtunternehmen als Ihnen mitgeteilt wurde, so wird Acer nicht für die entstandenen Frachtkosten aufkommen. Nach erfolgter Reparatur wird Acer Ihnen das Gerät zurückschicken. Die Frachtkosten übernimmt Acer.

h) Benutzen Sie möglichst die Originalverpackung und legen Sie eine Beschreibung der Fehlersymptome bei, die Ihrer Ansicht nach den Garantieanspruch begründet. Die Rücksende-Genehmigungsnummer (RMA-Nummer) muss außen am Versandbehälter und in der Fehlerbeschreibung vermerkt sein.

i) Legen Sie für Acer einen Kaufbeleg mit Orts- und Datumsangabe bei. (d.h. eine Kopie des Originalkaufbelegs, der mit dem Produkt ausgeliefert wurde), der Ihren Garantieanspruch belegt.

B) Ausschluss der gesetzlichen Gewährleistung und des Schadenersatzes.

1) Ausdrücklich wird darauf hingewiesen, dass Acer jegliche Haftung (aus welchem Rechtsgrund auch immer) ausschließt, wenn der Schaden lediglich durch leichte Fahrlässigkeit verursacht wurde und die Verletzung nicht wesentliche Vertragspflichten betrifft. Ebenso werden die gesetzlichen Gewährleistungsrechte ausgeschlossen, soweit es sich um gebrauchte Gegenstände handelt und die Mängel nicht arglistig verschwiegen wurden. Die Gewährleistung für fabriksneue Produkte wird insoweit eingeschränkt als ein Recht auf Rücktritt bzw. Preisminderung erst nach Fehlschlagen einer Nachbesserung oder Ersatzlieferung innerhalb angemessener Frist besteht.

Darüberhinaus lehnt Acer mit Ausnahme der eingeschränkten Garantie jede weitere ausdrückliche oder stillschweigende Gewährleistung ab, einschließlich der stillschweigenden Zusicherung der Verkehrsfähigkeit oder der Eignung für einen bestimmten Zweck. Eine nach dem jeweils geltenden Recht verpflichtend vorgeschriebene Gewährleistung ist auf diese Garantiebedingungen beschränkt. In keinem Fall haftet Acer für eventuelle besondere, Begleit- oder Folgeschäden wie entgangener Gewinn, Verlust von Geschäftsmöglichkeiten, Daten oder Nutzungsmöglichkeiten, unabhängig davon, ob sich solche Ansprüche auf Verträge, unerlaubte Handlung oder Zusicherungen stützen, die im Zusammenhang mit der Verwendung oder Leistung des Produkts oder der von Acer gelieferten Software stehen, die dem Produkt beiliegt, selbst wenn Acer auf die Möglichkeit solcher Schäden hingewiesen wurde. Sie erkennen an, dass die Reparatur und (je nach Verfügbarkeit) der Austausch gemäß den hier beschriebenen Garantiebedingungen Ihr alleiniges Rechtsmittel bei Inanspruchnahme der hier festgelegten eingeschränkten Garantie von Acer ist.

C) Rechtswahl und Gerichtsstand

Alle zwischen Acer und dem Anwender von Acerprodukten bestehende und zukünftig entstehende Ansprüche - unabhängig davon ob diese vertraglicher oder außervertraglicher Natur sind - richten sich nach dem Sachrecht des Staates in welchem das Produkt ursprünglich an einen Endabnehmer verkauft wurde. Im Falle eines Rechtsstreites ist das jeweils sachlich zuständige Gericht am Sitz der lokal zuständigen Acer Niederlassung des Staates in welchem das Produkt ursprünglich an einen Endabnehmer verkauft wurde als Gerichtsstand vereinbart.

D) Gebühren

Macht der Kunde einen Garantieanspruch geltend und stellt Acer bei Erbringen der Service-Dienstleistung fest, daß der Fehler durch falsche Bedienung des Gerätes, durch Installation inkompatibler Software oder Komponenten, die nicht von Acer stammen oder durch Computer-Viren verursacht worden ist, so behält sich Acer vor, eine Gebühr in Höhe von = 100,00 für Carry-In und Mail-In-Services sowie eine Gebühr in Höhe von = 250,00 für Vorort-Service-Einsätze zu erheben.

D

GARANTIE – Bedingungen

Produkt	GARANTIEDAUER UND ART DER GARANTIE
PC	
Aspire by Acer	2 Jahre Mail-in ⁽¹⁾ / Carry-in ⁽²⁾
Technischer Support (nur Hardware)	2 Jahre
Software Support	180 Tage
Zubehör	6 Monate Mail-in ⁽¹⁾

Genauere Informationen zu den Garantiebedingungen finden Sie im Abschnitt "Beschränkte Produkthaftung" in den Kundendienst- und Garantiebestimmungen von Acer. Technischer Support steht Ihnen unter der entsprechenden Rufnummer Ihres Landes zur Verfügung.

(1) Mail-in: Der Kunde schickt das Produkt an die Fachwerkstatt von Acer. Nach erfolgter Reparatur schickt Acer das Produkt zum Kunden zurück.

Carry-in: Der Kunde übernimmt selbstständig den Transport des Produkts zu einer Vertragswerkstatt von Acer. Nach erfolgter Reparatur holt der Kunde das Produkt selbst wieder ab.

Garantieerweiterung und erweiterte Garantie

Informationen über optionale Garantieerweiterungen und Bestellmöglichkeiten finden Sie im Internet oder unter der Rufnummer der Acer-Niederlassung Ihres Landes.

**Garantie verfällt, wenn diese Versiegelung
geöffnet oder beschädigt ist.**

Garanzia Limitata del Prodotto

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we hear you

Garanzia Limitata del Prodotto

A. Copertura della garanzia

Questa garanzia Vi conferisce specifici diritti e rimedi. La legge del vostro Paese potrebbe concederVi diritti e rimedi più estesi. Le condizioni offerte da questa Garanzia non limitano o escludono alcuno dei diritti o rimedi di cui Voi potreste godere sotto tale legge. Salvo le Limitazioni e le Esclusioni sotto descritte, Acer concede le seguenti garanzie: (In questo documento si intende con "Acer" la Società Acer del Paese all'interno dell'Ambito Territoriale relativo a questa Garanzia, dove il vostro Sistema Acer sia stato originariamente venduto all'utilizzatore finale. Se non siete sicuri di quale Società Acer sia responsabile, siete pregati di verificare la scheda di garanzia che accompagna il vostro Sistema.)

1) Garanzia del Sistema

Acer garantisce che il prodotto hardware computer Acer ("Sistema"), originariamente venduto in un Paese dell'Area Economica Europea (AEE) (Ambito territoriale) sarà privo di difetti di materiale o costruzione in condizioni di uso normale per tutto il periodo di garanzia quale viene definito nella scheda di garanzia fornita con il Sistema ("Scheda di garanzia"). Il periodo di garanzia inizia a decorrere dalla data di acquisto originario da parte dell'utente finale. La fattura di acquisto originale (o lo scontrino), riportante la data di acquisto del Sistema, è la prova di tale data. Questa Garanzia si estende oltre l'acquirente originale, coprendo qualsiasi avente causa, a condizione che, tuttavia, il reclamo sia fatto in nome della presente garanzia e sia prodotta, su richiesta, la fattura di acquisto originale per avere diritto ai servizi di assistenza coperti dalla stessa.

Il servizio in garanzia verrà eseguito basandosi sulla lingua del Paese dell'AEE in cui il servizio sia stato richiesto. Se l'attività di riparazione del vostro Sistema coinvolge aspetti linguistici (es., tastiera, software), Acer potrebbe non essere in grado di prestare il servizio, se non nella lingua del Paese dell'AEE in cui la richiesta di servizio sia stata effettuata.

Durante il periodo di garanzia, Acer, a sua discrezione, riparerà o sostituirà eventuale hardware difettoso con parti o Sistemi nuovi o rigenerati in fabbrica che siano equivalenti per prestazioni ai nuovi prodotti. Tutte le parti cambiate e i Sistemi sostituiti in conformità con questa Garanzia diventeranno proprietà di Acer.

2) Garanzia di Parti e Componenti

Per le parti e i componenti originali Acer che sono stati acquistati in un paese facente parte dell'Ambito territoriale di questa Garanzia, e che sono stati installati su un Sistema al momento dell'originario acquisto del Sistema, e che vengono definiti come "opzioni o accessori" nel listino prezzi Acer in vigore al momento dell'acquisto, Acer concede una garanzia uguale a quella in vigore per il Sistema su cui le parti e i componenti sono stati installati.

3) Garanzia di Supporti e Software

Per quanto riguarda il software fornito da Acer in dotazione al Sistema, Acer garantisce che i supporti "rigidi", per esempio dischetti o CD-ROM su cui questo software viene fornito, saranno privi di difetti di materiale e costruzione per un periodo di 180 giorni a partire dalla data di acquisto da parte dell'originario utente finale. Nel caso in cui i supporti fossero difettosi, Acer li sostituirà gratuitamente.

Ad eccezione delle garanzie sui supporti, tutto il software viene fornito "come è", intendendosi che Acer non garantisce il funzionamento corretto o continuo di quel software, o che lo stesso soddisfi le esigenze dell'utente.

B. Limitazioni ed esclusioni della garanzia

Le garanzie relative a Sistemi, Parti e Componenti, e Supporti e Software (chiamati collettivamente "Prodotto(i)") sono soggette alle seguenti esclusioni e limitazioni:

1) Esclusioni

Questa Garanzia non copre:

1.1) il Prodotto che non sia fabbricato da o per Acer, oppure acquistato in un paese esterno all'Ambito Territoriale di questa garanzia (a eccezione dei Notebook soggetti al programma "International Traveler Warranty").

1.2) il Prodotto che sia stato danneggiato o reso difettoso (a) in seguito a uso del Prodotto diverso da quello normalmente inteso ovvero, ad uso del Prodotto non conforme a quanto descritto nel Manuale dell'utente che lo accompagna, o altro uso improprio, illecito o negligente del Prodotto; (b) a causa dell'uso di parti non prodotte o vendute da Acer; (c) a causa della modifica del Prodotto; (d) in seguito a riparazione da parte di terzi diversi

da Acer o da un Provider di servizi autorizzato Acer; oppure (e) trasporto o imballaggio errato per la restituzione del Prodotto ad Acer o a un Provider di servizi autorizzato Acer; (f) installazione errata di prodotti di terzi (ad esempio, schede di memoria).

1.3) I danni a o le perdite di programmi, dati o supporti di memorizzazione rimovibili. L'utente è responsabile della conservazione o dell'esecuzione di copie di backup di programmi, dati o supporti di memorizzazione rimovibili. Si noti che Acer può decidere di sostituire il Prodotto inviato per i servizi di assistenza coperti dalla garanzia con un Prodotto rigenerato di uguale qualità e, di conseguenza, potrebbe non essere più possibile accedere ai dati memorizzati sul Prodotto originale.

1.4) Le parti soggette a usura, cioè le parti che richiedono la sostituzione periodica durante il corso normale dell'uso del Prodotto, quali indicativamente, le batterie dei notebook.

1.5) Difetti minori dei display LCD sui Prodotti equipaggiati con display a tecnologia LCD, a condizione che non vi siano più di 4 pixel difettosi per milione su un determinato display LCD, e con l'ulteriore limitazione che, dividendo con due linee orizzontali e due verticali il display in nove rettangoli uguali, non più di un pixel difettoso sia presente nel rettangolo centrale.

2) Limitazioni della garanzia

A eccezione delle garanzie limitate stabilite in questo documento, Acer non riconosce tutte le altre garanzie, esplicite o implicite o di legge, incluse, indicativamente, le garanzie implicite di commerciabilità o idoneità per un dato scopo. Qualsiasi garanzia implicita che potrebbe essere imposta per legge è limitata ai termini di questa Garanzia Limitata. In nessun caso Acer sarà ritenuta responsabile per danni da eventi fortuiti, straordinari o conseguenti, quali indicativamente le perdite commerciali, di profitti, di dati o derivanti dal mancato uso, sia per azione derivante da contratto sia per azione extracontrattuale sia derivante dalla garanzia sia essa generata dall'utilizzo o dalla prestazione del Prodotto o di qualsiasi software fornito da Acer in dotazione al Prodotto, anche nel caso in cui Acer fosse stato preavvisato dell'eventuale verificarsi di tali danni. Si accetta che la riparazione e (in caso di disponibilità) la sostituzione, se applicabile, in base ai servizi di assistenza coperti dalla garanzia e descritti in questo documento, è l'unico ed esclusivo rimedio rispetto a qualsiasi violazione della Garanzia limitata di Acer definita nel presente documento.

C. Come ottenere il servizio di garanzia

Fatte salve le disposizioni, esclusioni e limitazioni sopra descritte, l'utente ha diritto alla garanzia "Carry-in", "Mail-in" o "On Site" con riferimento al Prodotto come determinato nella scheda di Garanzia che lo accompagna. L'esercizio di tali diritti è soggetto ai seguenti termini e condizioni:

1) Il servizio di riparazione è disponibile per i prodotti acquistati e localizzati nell'ambito dello Scopo Territoriale di questa garanzia. Le richieste nell'ambito di questa Garanzia verranno onorate se pervenute entro il periodo specificato nella Scheda di Garanzia che accompagna il prodotto. Il servizio On-Site è disponibile soltanto in alcune aree geografiche. Si prega di contattare i numeri di telefono indicati sulla Scheda di Garanzia per verificare se il servizio On-site è disponibile nella località richiesta. Nella aree in cui il servizio On-site non è disponibile Acer offre il Servizio Carry-in o Mail-in

2) Consultare la Scheda di Garanzia che accompagna il Prodotto per i numeri di telefono e gli altri riferimenti relativi a come mettersi in contatto con l'Assistenza Tecnica Acer.

2) Prima di contattare Acer, eseguire il programma di diagnostica dei problemi dell'hardware. Ciò consentirà ad Acer di fornire una migliore assistenza. Per le istruzioni, vedere il Manuale dell'utente.

3) Chiamare il numero dell'Assistenza tecnica Acer riportato sulla Scheda della garanzia per il Paese nel quale si è ubicati. Acer tenterà di risolvere i problemi legati alla garanzia per telefono. Se non fosse possibile una soluzione via telefono, Acer richiederà la collaborazione dell'utente nell'esecuzione di alcune procedure diagnostiche di routine. La collaborazione dell'Utente sarà utile per evitare che prodotti non difettosi vengano sottoposti a riparazione e quindi soggetti all'addebito del servizio. Se nel corso della diagnosi svolta per telefono Acer determina che il malfunzionamento possa essere rimediato con la sostituzione di un componente esterno (es keyboard, mouse, speaker etc), Acer invierà gratuitamente il componente che sarà direttamente sostituito dal cliente. Se la risoluzione del problema non è possibile per telefono Acer assegnerà allora un numero di autorizzazione alla riparazione (RAN - repair authorization number) per il servizio Carry-In o Mail-In da usarsi per l'identificazione del prodotto oggetto della riparazione.

5) La riparazione On-Site, nel caso in cui il prodotto preveda questa forma di assistenza, come descritto nella Scheda di Garanzia, verrà svolta presso l'utente. Per il servizio On-Site un tecnico Acer o autorizzato da Acer verrà inviato presso l'Utente. Acer può richiedere all'Utente di avvalersi del servizio Carry-in o Mail-in nel caso in cui il tecnico inviato da Acer determini che l'area in cui il prodotto si trovi non sia ragionevolmente accessibile o sicura.

6) Il servizio Carry-in si svolge presso Centri di riparazione Acer autorizzati. Se l'Utente sceglie questa tipologia di servizio, il prodotto, dopo la riparazione, viene trattenuto a disposizione dell'utente che ha l'obbligo di ritirarlo.

7) Per il servizio Mail-in l'Utente deve inviare il prodotto al Centro di Servizio Acer, come identificato dal personale Acer all'atto dell'assegnazione del numero di autorizzazione alla riparazione. L'Utente che opta per il servizio Mail-in viene anche informato su come contattare un corriere espresso designato da Acer per poter spedire il prodotto gratuitamente. Acer restituirà il prodotto a sue spese. Se l'Utente non usa il servizio di spedizione reso disponibile da Acer, egli sarà responsabile dei costi sostenuti.

8) Se disponibili, usare i materiali di imballo e spedizione originali e includere una descrizione dei problemi che hanno portato alla richiesta dei servizi coperti dalla garanzia. Il numero di autorizzazione alla riparazione (RAN) deve essere evidenziato sull'esterno del contenitore di spedizione.

9) E' necessario fornire ad Acer la prova della data e del luogo di acquisto (cioè, è necessario includere alla spedizione una copia della fattura o dello scontrino di acquisto originale).

D - Addebiti

Se l'Utente richiede l'inizio di una attività di riparazione di un prodotto coperto da questa Garanzia e, Acer ragionevolmente determina che il prodotto non è difettoso e che i problemi che hanno causato la richiesta d'intervento sono il risultato di incapacità d'uso del prodotto da parte dell'utente, installazione di software non compatibile da parte di personale non Acer, Virus informatici, e simili, Acer addebiterà una cifra fissa di 100 Euro per ciascun servizio Mail-in o Carry-in e di 150 Euro per ciascun servizio On-site.

CARTOLINA DI GARANZIA (2 ANNI)

PRODOTTO	PERIODO E TIPO DI GARANZIA
PC	
Aspire by Acer	2 anni: Mail-in o Carry-in ⁽¹⁾
Assistenza tecnica (solo hardware)	2 anni
Assistenza software	180 giorni
Accessori	6 mesi: Mail-in ⁽¹⁾

Per informazioni complete sulla garanzia far riferimento alle condizioni di garanzia che accompagnano il prodotto.
Per ricevere assistenza tecnica, chiamare il numero indicato per il proprio paese.

(1) Mail-in: Il cliente invia l'unità al centro assistenza Acer per la riparazione. Dopo averla riparata, Acer restituisce l'unità al cliente.

Carry-in: Il cliente consegna direttamente l'unità al centro assistenza Acer per la riparazione. Dopo averla riparata, Acer riconsegna direttamente al cliente l'unità riparata.

Estensione della garanzia

Per ulteriori informazioni o per ordinare un'opzione di upgrade della garanzia, visitare l'indirizzo Internet di Acer oppure chiamare il numero telefonico indicato per il proprio paese.

La rottura del sigillo annulla la garanzia

Garantie des Produits

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we hear you

Garantie des Produits

A. Étendue de la Garantie

La présente garantie ne fait pas obstacle à l'exercice de vos droits de consommateur, notamment au regard de la garantie légale des vices cachés.

Le présent document explique les droits, restrictions et moyens pour la mise en place de la garantie. Toutefois, les droits en vigueur dans le pays où vous résidez peuvent être différents et vous offrir davantage de droits et de moyens, ainsi les éléments du présent document ne viendront nullement restreindre les droits et moyens dont vous pourriez bénéficier selon la législation locale (intitulée ci-après : " Champ Territorial "). Sous réserve des limitations et exclusions énumérées dans le présent document, Acer offre limitativement les garanties décrites ci-dessous. Il est rappelé qu'Acer se conformera aux directives locales " Champ Territorial " en matière de garantie offertes par la filiale Acer ou fut commercialisé pour la première fois le produit Acer à l'utilisateur final. Si vous avez un doute sur la filiale Acer à l'origine de la vente de votre produit Acer, reportez-vous à la carte de garantie accompagnant votre système.

1) Garantie des Systèmes

La présente garantie s'applique à tout matériel constituant les ordinateurs Acer (" Système ") vendu pour la première fois à un utilisateur final dans un pays de la zone économique européenne intitulée aussi ci-après : " Champ Territorial ".

Acer garantit le Système contre tout défaut matériel ou de construction, dans des conditions normales d'utilisation et pendant la période de garantie indiquée dans la fiche de garantie, livrée avec votre Système (" Fiche de Garantie "). La période de garantie est décomptée à partir du jour d'achat. La facture originale d'achat (ticket de caisse), indiquant la date d'achat du Système, constitue la preuve de la date d'achat. Cette garantie est transmissible par l'acheteur initial, en même temps que le Système, à tout héritier légitime des droits, étant entendu que toute personne faisant appel à cette garantie doit, sur demande, produire la facture originale d'achat pour pouvoir obtenir les services prévus par la présente garantie.

Dans la zone économique européenne, la garantie sera assurée dans la langue en vigueur où le produit est confié à Acer pour réparation. Le service de garantie impliquant des aspects matériels propres à votre système Acer (ex. : clavier, logiciels), la réparation pourrait ne pas être effectuée dans la langue d'origine de la zone (CEE) si votre matériel est déposé pour réparation dans un pays différent.

Acer, selon son choix, réparera ou remplacera tout ou partie du Système défectueux à l'aide de pièces neuves ou re-conditionnées, de performances équivalentes aux neuves. Toutes les pièces démontées et les Systèmes remplacés au titre de cette garantie deviendront propriété d'Acer.

2) Garantie des pièces et des composants

Les pièces d'origine Acer et autres composants achetés dans un pays faisant partie du champ territorial, et au catalogue Acer à la rubrique " options ou accessoires ", et installés sur un Système Acer lors de l'achat du Système en question, sont garantis dans les pays du champ territorial pour la même durée et dans les mêmes conditions que le Système dans lequel ils ont été installés.

3) Garantie des supports électroniques des logiciels

Les supports électroniques et autres médias tels que disquettes, CD-ROMs ou disque dur contenant les logiciels, fournis par Acer en même temps que le Système, sont garantis contre tout défaut matériel ou de fabrication pendant une période de 180 jours à compter de la date d'achat du Système par l'utilisateur final initial. Si vous recevez un support électronique défectueux, celui-ci sera remplacé gratuitement par Acer.

A l'exception de cette garantie concernant les supports, tout logiciel est fourni " tel quel ". Acer ne garantit pas que le fonctionnement de ce logiciel sera ininterrompu ou exempt d'erreur, ou bien encore que le logiciel en question correspondra à vos besoins.

B. Clauses de limitation et d'exclusion de la garantie

La garantie des Systèmes, Pièces, Composants et Supports des logiciels (ensemble ou séparément dénommés ci après " Produits ") est soumise aux exclusions et limitations suivantes :

1) Exclusions

Cette garantie ne s'applique pas :

1.1 Aux Produits non fabriqués par ou pour Acer, ni aux Produits ou Systèmes vendus initialement à un utilisateur final provenant d'un pays à l'extérieur du " Champ Territorial " de la présente Garantie, (à l'exception des ordinateurs portables bénéficiant du programme " International Traveller Warranty " - Garantie Voyageur International.

1.2 Aux Systèmes ou Produits endommagés ou rendus défectueux (a) par suite d'une utilisation autre que celle pour laquelle ils ont été conçus, non conforme au manuel de l'utilisateur qui les accompagne, ou par suite de tout autre mauvais entretien, emploi, abus ou négligence; (b) par suite de l'emploi de pièces non fabriquées ou vendues par Acer; (c) par suite de leur modification, (d) par suite d'une réparation ou opération de maintenance non exécutée par Acer ou un prestataire de service agréé par Acer; (e) par suite d'un transport ou d'un emballage impropres non effectué par ou pour le compte d'Acer, notamment lorsque le produit est renvoyé à Acer ou à un prestataire de service agréé par Acer; ou (f) par suite d'une installation improprie de Produits de tiers (par ex., barrettes de mémoire).

1.3 Aux dommages ou pertes de logiciels, données ou informations stockées sur des supports amovibles. Vous êtes tenus de sauvegarder (copie de sauvegarde) tous logiciels, données ou supports de stockage amovibles. Il est à noter qu'Acer peut opter pour le remplacement du Produit envoyé sous garantie avec un Produit re-conditionné d'une qualité équivalente et donc vous ne pourrez plus avoir accès aux données que vous aurez stocké sur le Produit d'origine.

1.4 Au matériel consommable, comme, par ex., les pièces qui doivent être remplacées périodiquement durant l'utilisation normale d'un Produit, notamment les accumulateurs des ordinateurs portables.

1.5 Aux défauts mineurs sur les écrans LCD survenant sur des Produits utilisant la technologie LCD, pour autant que le nombre de pixels défectueux ne soit pas supérieur au nombre de quatre (4) par tranche de 1 million de pixels sur un écran LCD. De surcroît, si l'écran peut être divisé en neuf (9) zones équivalentes et rectangulaires, il doit y avoir un pixel défaillant dans la zone centrale de l'écran.

2) Exclusion de la garantie et des limitations

Acer n'apporte aucune autre garantie, explicite ou implicite, et exclut en particulier toute garantie implicite de qualité marchande ou d'adéquation du Système ou d'un Produit quelconque à un usage particulier. Toute garantie implicite qui pourrait être imposée par la loi applicable est limitée aux termes de la présente garantie. En aucun cas Acer ne sera tenu pour responsable des dommages accessoires, particuliers ou indirects, notamment le manque à gagner, les pertes de profits, de données ou les périodes d'immobilisation, que sa responsabilité soit contractuelle, délictuelle ou fondée sur cette garantie, qu'elle ait ou non son fondement dans l'utilisation ou le fonctionnement du Produit ou de tout logiciel fourni par Acer et accompagnant ledit Produit, même si Acer a été averti de la possibilité de tels dommages.

Vous reconnaissez que la réparation du Produit ou Système et, le cas échéant, son remplacement, conformément aux présentes et dans les limites ici énoncées, représentent l'unique et juste compensation du préjudice éventuellement causé par un dysfonctionnement dudit Produit ou Système imputable à Acer.

C. Obtention du service de Garantie

Sous réserve des dispositions, exclusions et limitations mentionnées ci-dessus, vous pourrez obtenir un service de garantie Sur Site, Retour Atelier ou Retour Postal pour votre Produit, conformément aux mentions portées sur la Fiche de Garantie accompagnant le Produit en question. L'exercice de ces droits est sujet aux termes et conditions suivants :

1. Les services de réparation sont réservés aux Produits achetés et situés dans le " Champ Territorial " dans le cadre de la présente garantie. Les réparations seront honorées seulement pour les Produits étant sous la période de garantie, comme indiqué sur la carte de garantie accompagnant votre Produit. Le service de réparation sur site est limité à certaines zones géographiques. Reportez-vous à la Carte de Garantie pour connaître la liste des territoires bénéficiant de la couverture pour la garantie sur site. Dans les territoires où le service de garantie sur site n'est pas disponible, Acer vous offre le service Retour Atelier ou le service Retour Postal.

2. Consultez la Carte de Garantie pour obtenir la liste téléphonique et les adresses des centres de maintenances agréés, et les centres de maintenances Acer dans votre région.

3. Avant d'appeler Acer, faire tourner le logiciel Hardware Diagnostics. Ceci nous aidera à vous fournir un meilleur support de qualité. Consulter les instructions contenues dans votre Guide de l'utilisateur.

4. Appeler le numéro de téléphone du support technique Acer situé sur votre Carte de Garantie et le plus proche de votre lieu de résidence. Acer tentera de résoudre les problèmes de garantie par téléphone, en sollicitant votre assistance pour exécuter quelques procédures de diagnostic. Votre coopération permettra d'éviter des interventions inutiles, diminuant éventuellement le temps d'immobilisation de votre matériel et les charges afférentes. Si Acer détermine au cours d'un diagnostic téléphonique que le problème décrit peut être résolu par remplacement d'un composant extérieur (ex : clavier, souris, haut-parleur, etc...) Acer vous expédiera gratuitement le composant pour remplacement par vos soins. Si une solution par téléphone est impossible, Acer vous fournira ensuite un numéro d'autorisation de retour de matériel (RMA = Return Materials Authorization) qui servira de moyen d'identification du Produit renvoyé, pour un dépôt en Retour Atelier ou Retour Postal.

5. Pour le service d'intervention Sur Site, votre Produit doit être éligible pour ce type de service comme indiqué sur la Carte de Garantie accompagnant votre produit, l'intervention aura lieu sur votre site. Pour la garantie Sur Site, un technicien Acer ou encore un technicien agréé par Acer sera dépêché sur place pour réparation. Toutefois, si le technicien Acer (ou agréé) estimait avec fondement, que votre site n'était pas raisonnablement accessible ou encore que votre site ne correspondait pas aux exigences pour la réparation sur site, alors Acer serait en droit de vous demander d'utiliser le service Retour Atelier.

6. Le service Retour Atelier est rendu dans un Centre de maintenance agréé Acer. Si vous choisissez cette option, le Produit sera mis à votre disposition pour enlèvement au Centre de maintenance agréé Acer après la réparation effectuée.

7. Pour le service Retour Postal, vous devrez renvoyer le Produit au prestataire de service agréé Acer qui vous sera indiqué par le personnel Acer lors de la fourniture du numéro RMA. Si vous choisissez le service Retour Postal, le personnel Acer vous indiquera comment contacter un transporteur agréé par Acer pour retourner gratuitement votre Produit. Acer vous retournera votre Produit réparé à ses frais. Si vous n'utilisez pas le transporteur agréé Acer, mis à disposition par Acer, tout frais en résultant sera à votre charge.

8. Utiliser si possible le matériel d'expédition et d'emballage d'origine et inclure une description des symptômes qui donnent lieu à votre demande d'intervention sous garantie. Le numéro d'autorisation de retour de matériel (RMA) doit être visible sur l'extérieur de l'emballage.

9. Vous devrez fournir à Acer la preuve du lieu et de la date d'achat (par ex., vous devrez joindre au Produit une copie de la facture d'achat d'origine).

D. Facturation

Si vous engagez Acer à commencer la réparation d'un produit couvert selon les termes de la présente Garantie, et si Acer diagnostique avec fondement qu'un Produit n'est pas défectueux et que le problème initié par votre appel était le résultat d'une incompétence à utiliser le Produit, l'installation d'un logiciel incompatible par un tiers autre qu'Acer, le résultat d'un virus ; alors Acer est fondé à vous facturer une indemnité forfaitaire de 100 Euro hors taxe pour tout appel de service Retour Atelier ou service Retour Postal, et une indemnité forfaitaire de 150 Euro hors taxe pour toute demande d'intervention Sur Site.

CONDITIONS D'APPLICATION DE LA GARANTIE D'UNE DUREE DE 2 ans

PRODUIT	GARANTIE
Ordinateurs	
Aspire by Acer	2 ans: Mail-in ou Carry-In ⁽¹⁾
Support Technique matériel	
	2 ans
Support Logiciel	
	180 jours
Système d'exploitation (OEM)	
Accessoires	6 mois : Mail-in ⁽¹⁾

Les détails concernant l'étendue de la garantie sont fournis dans le Guide des services d'assistance et de Garantie d'Acer. Pour le support technique, appeler le numéro de téléphone de votre pays

(1) Mail-in: Le client envoie l'unité à l'atelier de réparation Acer. Une fois que la réparation a été effectuée, Acer renvoie l'unité au client.

Carry-in: Le client apporte le matériel à un mainteneur agréé Acer. Une fois que la réparation a été effectuée, le client vient reprendre son matériel.

Extension de la garantie

Pour de plus amples renseignements sur l'extension de la garantie ou pour la demander, visiter le site Internet ou appeler le n° de téléphone de votre pays

La garantie est annulée en cas d'ouverture

Acer contacts



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E	902101429	www.acer.es
F	0825002237	www.acer.fr
FIN	036101800	www.acercomputer.fi
UK	02073652486	www.acer.co.uk
I	0931469411	www.acer.it
EIRE	014073214	www.acer.co.uk
N	80084880	www.acer.no
NL	09002020767	www.acer.nl
S	0858770543	www.acercomputer.se