Initial Setup Instructions and Warranty Service Guide

Surface Go 3



1 Please read this first

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1 Please read this first

List of purchased products

Purchased Products	Photo
Surface device ・Surface Go 3 ・Keyboard (Surface Go Type Cover (Black), Model number KCN-00041, Microsoft Japan Co., Ltd.) ・Protective film	
Classroom Pen 2 (Microsoft Classroom Pen 2, Model number 8U3-00002. Microsoft Japan Co., Ltd.) You can attach the strap you prepared by threading it through the hole outlined in red.	 

1 Please read this first

Connecting and disconnecting the keyboard

This section describes how to connect and disconnect the keyboard.



Connect the Surface device to the keyboard in the direction shown in the picture.
The Surface device and the keyboard are connected by magnets.

The device can be detached from the keyboard by pulling firmly on it.

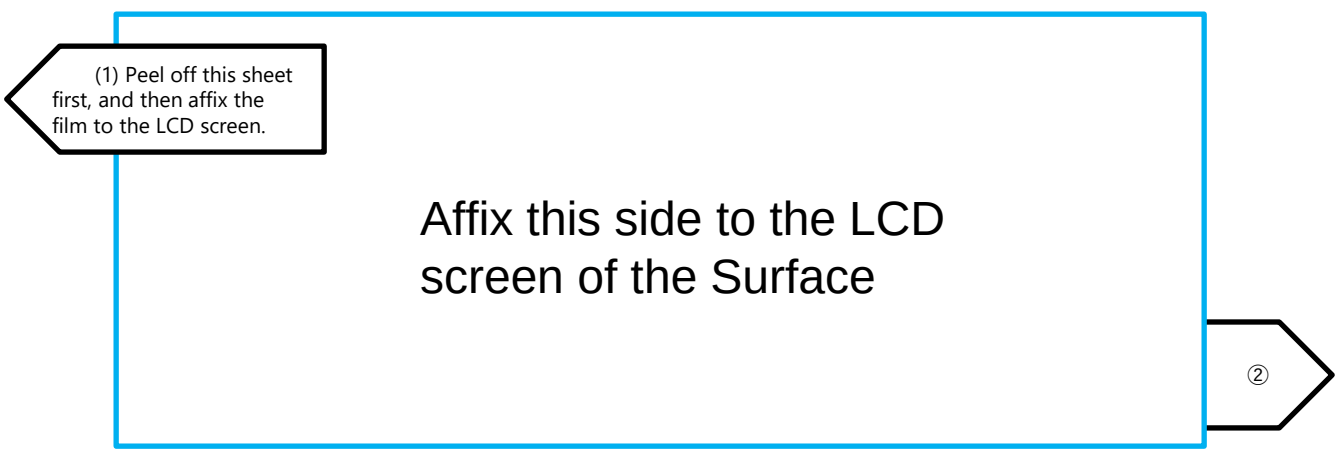
1 Please read this first

About protective film

This section describes the protective film.

One protective film is included with each Surface. Use it to prevent scratches on the Surface screen.
Be sure to remove the film when repairing.

1 Dust off the Surface screen display area beforehand. Use a cloth that will not produce dust, such as a cleaning cloth, instead of tissue paper.
2 The protective film has two sides: a side with the sticker that says, "(1) Peel off this sheet first and then attach it to the LCD screen," and a side with a sticker that says, "(2) After attaching to the LCD screen, peel off this sheet before use."
3 Peel off the sticker that says, "(1) Peel off this sheet first and then attach it to the LCD screen."
4 Attach the side that had the sticker that says, "(1) Peel off this sheet first and then attach it to the LCD screen," to the Surface's LCD screen.
5 Start from the short side, and use a cleaning cloth to push out the air as you apply.
6 After you have finished applying the film to the LCD screen of the Surface, hold the side with the sticker that says "(2) After attaching to the LCD screen, peel off this sheet before use," to peel off the film on the surface.



1 Please read this first

Basic Surface operations

Tap	This is a light tap operation with your finger. It is equivalent to a mouse click.	
Double-tap	Tap twice with your finger. This is equivalent to a double-click on a mouse.	
Long press	Hold your finger on the screen for a certain amount of time and release it. This is equivalent to right-clicking on a mouse.	
Drag	Hold your finger on the screen and move it up, down, left, or right. You can also drag and drop by releasing your finger from the screen at any point.	
Swipe	Swipe the screen with your finger. This is used to switch the screen display.	
Pinch in	Press the screen with two fingers and narrow the distance between them. The screen display will be reduced.	
Pinch out	Press the screen with two fingers and increase the distance between the fingers. The screen display will be enlarged.	

Touchpad operation

Operation	Description
Slide your finger across the touchpad.	Move the cursor.
Press the left side of the touchpad.	Select an item. This is similar to left-clicking on a mouse. You can click on any part of the touchpad to select it, except for the bottom right corner.
Press the right side of the touchpad.	Displays the app commands for Windows apps and the context menu for desktop apps. This is similar to right-clicking on a mouse.
Slide two fingers horizontally or vertically.	This is similar to scrolling with a mouse.
Slide your finger while left-clicking.	This is similar to dragging and dropping with a mouse.

What is a touchpad?
A touchpad is a device that replaces the mouse. You can move the cursor by moving your finger on the touchpad on the keyboard.

About Windows security settings

1 In Windows 11, the virus and threat prevention, firewall and network protection features are enabled from the time of purchase.





2 The setting to block potentially undesirable apps is disabled by default. For safer use, after completing the initial settings, please refer to “Configuring App and Browser Controls” on page 45 to configure the settings.



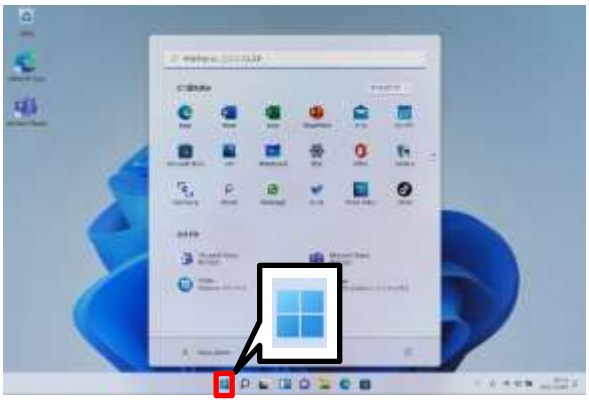
This is a feature of Windows 11 that blocks apps that behave in an undesirable way (such as advertising apps or bundled apps that are not directly related to the installed product).

3 The Windows Update feature keeps Windows 11 up to date. To prevent rebooting due to the Windows Update during class, after completing the initial settings, please refer to “Setting the Windows Update Execution Time” on page 51.

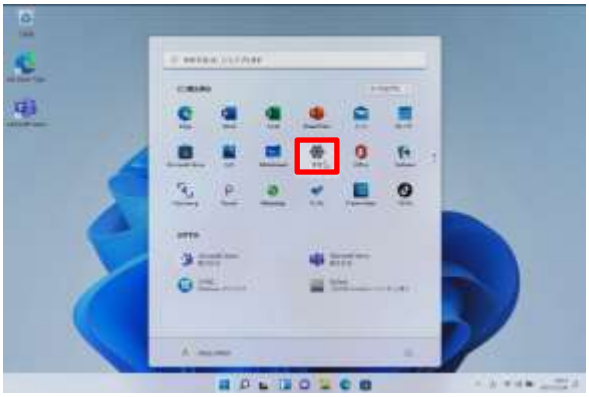
What is a bundled app?
A bundled app is an application that is installed together with the desired application.

Instructions for manually running Windows Security (1/4)

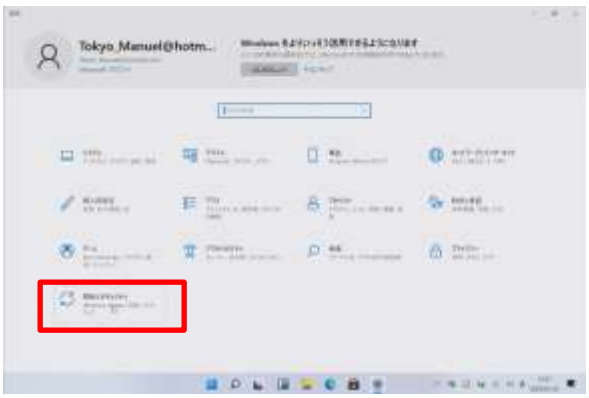
This section describes the procedure for manually running Windows Security.



1 Launch Surface.
2 Tap the “Start” icon.

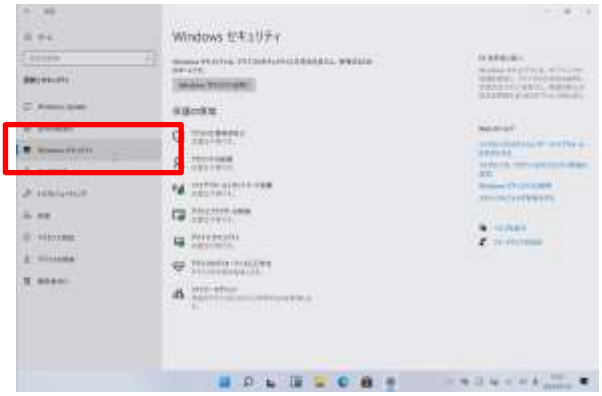


3 Tap “Settings.”

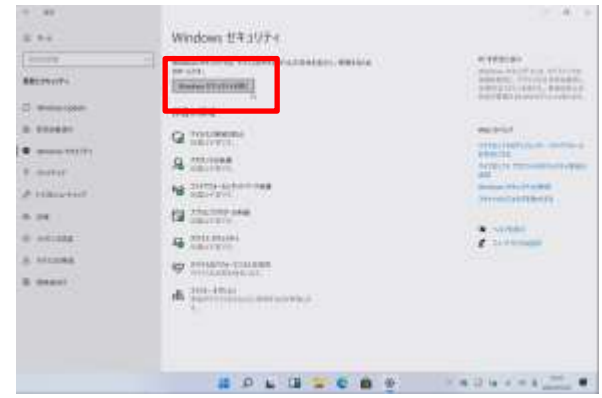


5 The “System” window will open.
6 Tap “Privacy and Security.”

Instructions for manually running Windows Security (2/4)

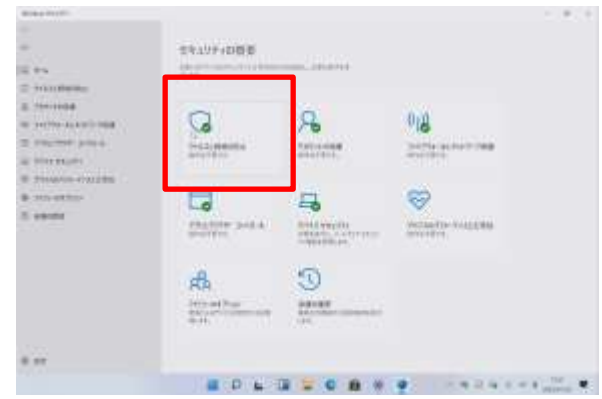


7 Tap “Windows Security.”



8 The “Windows Security” window will open.

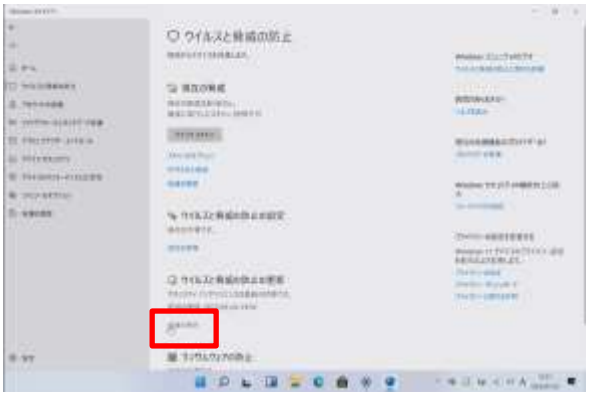
9 Tap “Open Windows Security.”



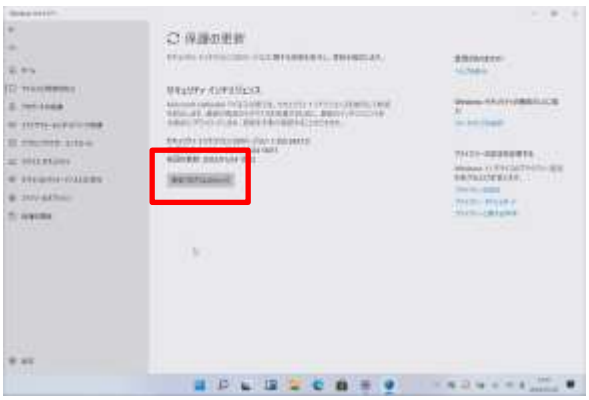
10 The “Security Overview” window will open.

11 Tap “Virus & Threat Protection.”

Instructions for manually running Windows Security (3/4)



12 To update your virus and threat protection, tap “Update Protection.”
* Normally, it will be automatically updated to the latest version.



13 Tap “Check for updates.”

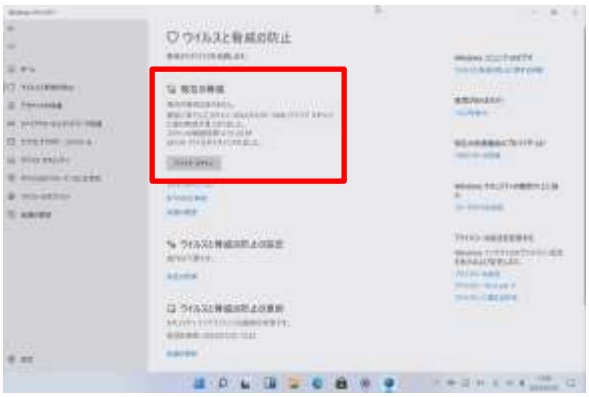


14 The message “Security Intelligence is up to date” will appear.

Instructions for manually running Windows Security (4/4)



15 To manually check for viruses and threats, tap “Quick Scan” on screen in step 11 or 13.



16 The scan results will be displayed.
17 That’s it.

Sign-in procedure

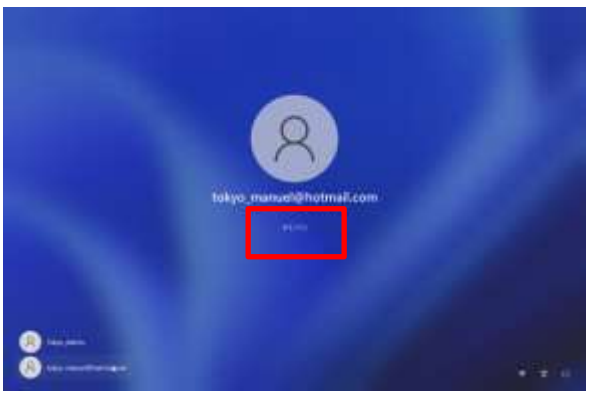
This section explains the sign-in procedure for the Surface.



1 Press the power button.



2 Tap the screen.

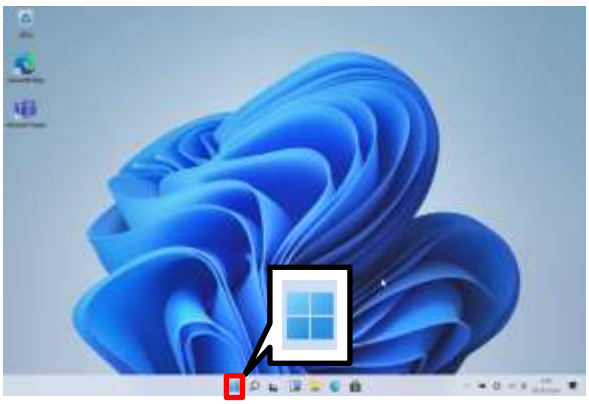


3 Tap “Sign In.”
4 This will open a screen for entering a password.
5 Enter your password.

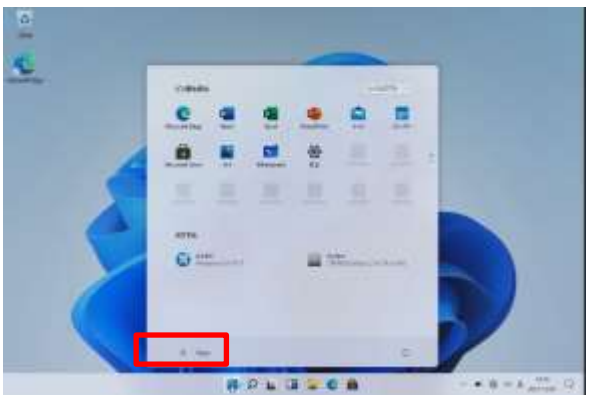
* For setting the password for the first time, see page 23.
After you have received a Microsoft account (hereinafter referred to as “Office 365 account”) from your school, please refer to “Sign-in procedure for Office 365 account” on page 33 and set it up.

Sign-out procedure

This section explains the sign-out procedure for the Surface.



1 Tap “Start.”



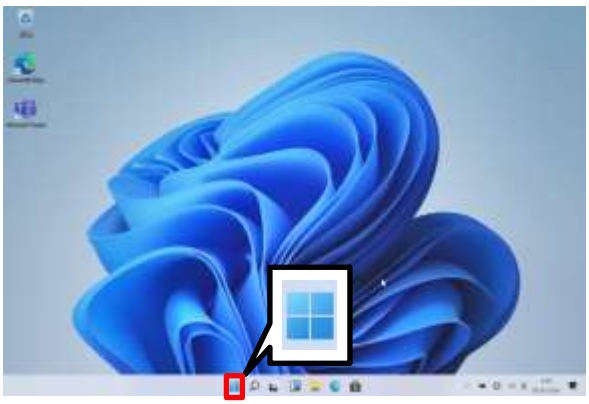
2 Tap the user name.



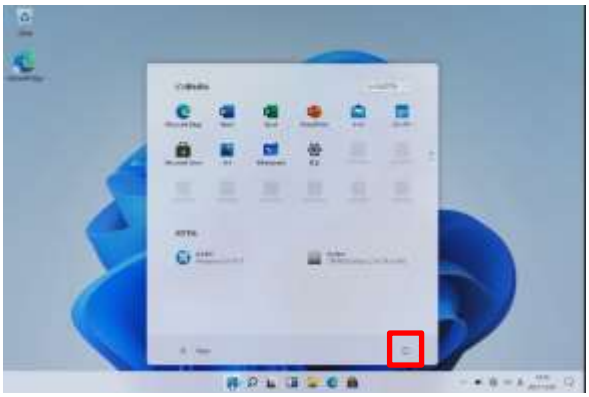
3 Tap “Sign Out.”
4 That’s it.

Shutting down the device

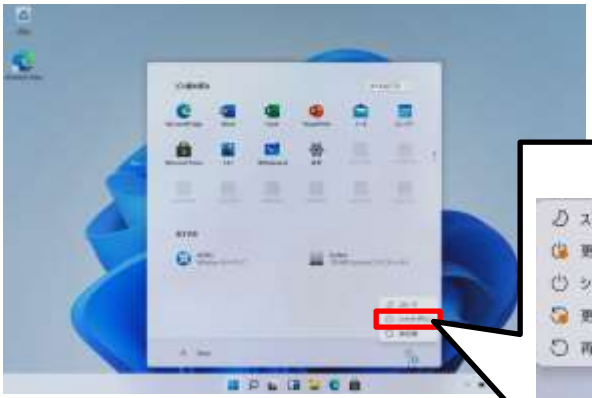
This section describes the shutdown procedure for the Surface.



1 Tap “Start.”



2 Tap “ ⏻ .”



3 Tap “Shutdown.”
4 That’s it.

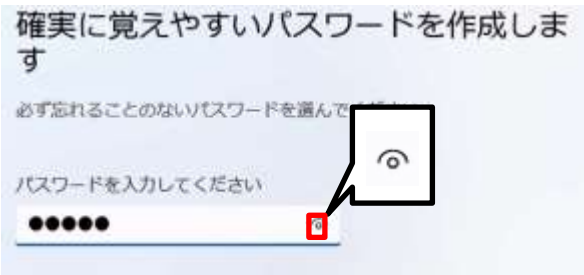
If you see “Update and shut down (estimated: XX minutes)” or “Update and restart (estimated: XX minutes),” it may take some time to shut down or restart.

Password confirmation procedure

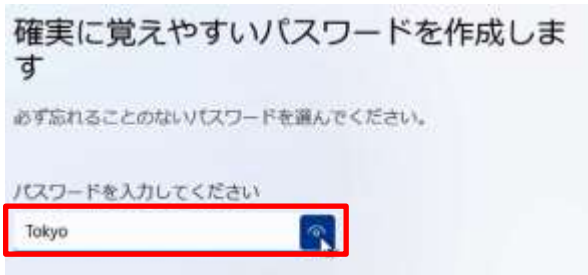
This section explains the procedure for confirming your password.



1 When setting the password, “●●●●●” will be displayed on the screen.
* The number of dots shown depends on the number of characters in the password.



2 To confirm the password you have entered, tap “ ”.



3 The password will be displayed.

2 Initial Setup

2 Initial Setup

Explanation of this chapter and notes

About this chapter

This chapter describes the initial setup procedure required to use the Surface.

* The initial setup procedure is as follows:

・Setup procedure when starting up the Surface for the first time

・Wi-Fi connection procedure

・Procedure for setting up an Office 365 account

・Sign-in procedure for your Office 365 account

Please note:

1 To complete the steps in this chapter, you need to be connected to Wi-Fi and signed in to your Office 365 account.

2 For instructions on how to operate the software (such as how to use Microsoft Word or browse the internet) after completing the procedures in this chapter, please check by yourself.

We cannot accept any inquiries about how to use Microsoft Word, how to connect to the internet, or any other information not described in this manual.

3 When you perform Windows Update, the background and icons may differ from the images shown in this chapter.

4 All usernames in the procedure were created as examples for this procedure. Please create your own username.

5 If you are unable to complete the settings when you start up the Surface for the first time, connect to Wi-Fi, or create and sign in to your Office 365 account, then please contact us.

For inquiries, please contact:

06-4807-6450

Office hours: 9:00 - 21:00 (excluding Sundays and holidays)

Open: Wednesday, February 2, 2022-Tuesday, May 31, 2022

Only inquiries in Japanese can be accepted. Please contact us in Japanese.

Information required for inquiries:

・Device name (Surface Go 3)

・Current status

2 Initial Setup

The initial setup process

Setup procedure when starting up the Surface for the first time(Pages 20-25)

This section explains the setup procedure for using the Surface for the first time.
Start with this procedure even if you have sent your Surface for repair or if you have followed the “Surface initialization procedure” to initialize your Surface.

Wi-Fi connection procedure(Pages 26-28)

This section explains the procedure for connecting to Wi-Fi for the first time after you complete the setup procedure for using the Surface for the first time.

The Office 365 account setup procedure and Office 365 account sign-in procedure described below require a successful Wi-Fi connection.

Procedure for setting up an Office 365 account(Pages 29-32)

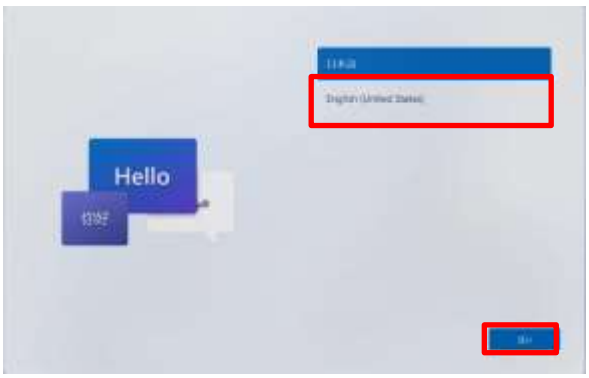
This section describes the procedure for setting up an Office 365 account.
Your own Office 365 account will be distributed at each school after you enroll.

Sign-in procedure for your Office 365 account(Pages 33-36)

This section explains how to sign in with your Office 365 account.
Your own Office 365 account will be distributed at each school after you enroll.

Setup procedure when starting up the Surface for the first time (1/6)

Follow the steps below to perform the initial setup.



1 Press the power button to start the Surface.
2 Tap "English."
3 Tap “Yes.”



4 The “Are you sure this is the correct country or region?” screen will appear.
5 Select "Japan.".
6 Tap “Yes.”



7 The “Is this the correct keyboard layout or input method?” screen will appear.
8 Select “Microsoft IME.”
9 Tap “Yes.”

Setup procedure when starting up the Surface for the first time (2/6)



10 The “Do you want to add a second keyboard layout?” screen will appear.
11 Tap “Skip.”



12 The “Connect to the network” screen will appear.
13 Tap “No internet connection.”



14 The “Connect now to start using your device right away” screen will appear.
15 Tap “Continue with Restricted Settings.”

Setup procedure when starting up the Surface for the first time (3/6)



16 The “Please Confirm License Agreement” screen will appear.
17 Check the contents.
18 Tap “Agree.”



19 The “Who will use this device?” screen will appear.
20 Enter the user (*) who will manage this Surface in the “Name” field.
21 Tap “Next.”

* The user created in the “Who will use this device?” screen is the user who will configure the settings of the Surface. You can sign in even when you are not connected to Wi-Fi. In this document, we will refer to this user as “administrator user.”

* The administrator user can give any name, but be sure to enter it using single-byte alphanumeric characters. Hiragana, Katakana, and Kanji are not available.
In addition, the following characters cannot be used.
<, >, : ,“, /, ¥, |, ?, *, @, CON, COM1-COM9, LPT1-LPT8, NUL and PRN

Setup procedure when starting up the Surface for the first time (4/6)



22 The “Create a secure, easy-to-remember password” screen will appear.
23 Enter a password of your choice in the “Password” field.
Do not forget this password.
24 Tap “Next.”



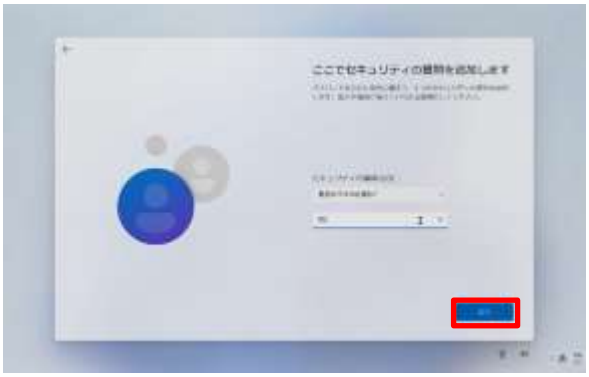
25 The “Confirm Password” screen will appear.
26 Enter your password in the “Confirm Password” field.
27 Tap “Next.”



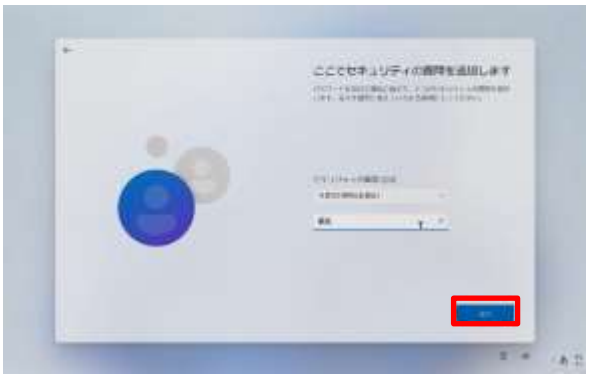
28 The “Add security question here” screen will appear.

A password that is secure and easy to remember
Please keep this password in a safe place in case you forget it. After entering the password, please confirm the password you have set by referring to “Password confirmation procedure” on page 16.

Setup procedure when starting up the Surface for the first time (5/6)



29 Set the first security question.
30 Tap “Next.”



31 Set the second security question.
32 Tap “Next.”



33 Set the third security question.
34 Tap “Next.”

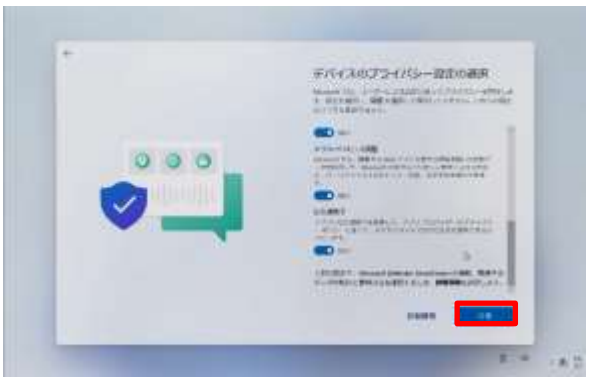
Setup procedure when starting up the Surface for the first time (6/6)



35 The “Use face recognition to sign in quickly and securely” screen will appear.
36 Tap “Skip for now.”



37 The “Select Device Privacy Settings” screen will appear.
38 Make sure that Location and Device Search are set to “Yes,” and then tap “Next.”



39 Tap “Agree.”
40 The desktop screen will appear.
41 That’s it.

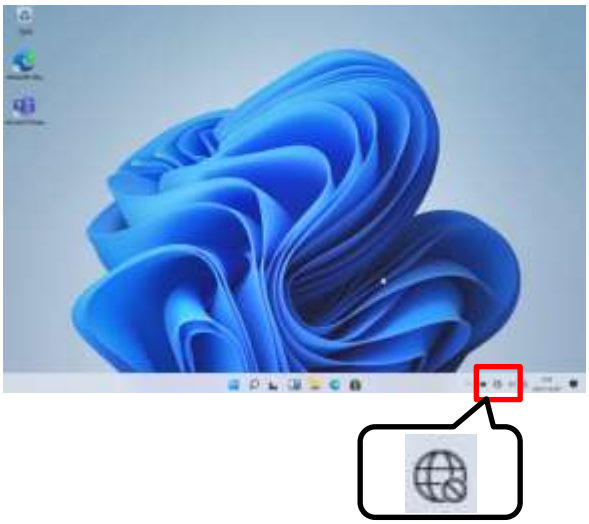
Wi-Fi connection procedure (1/2)

This section explains how to connect your Surface to Wi-Fi for the first time.

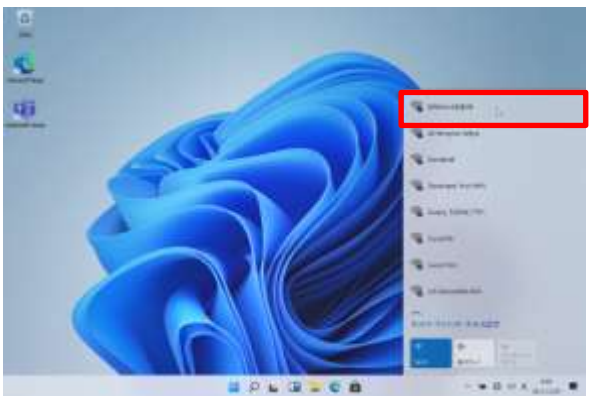
To do this, you will need your Wi-Fi SSID and security key.

Please check the Wi-Fi SSID and security key in the manual of the Wi-Fi you are connecting to. The Wi-Fi SSID and security key are unique for each household, so the inquiry desk will not be able to assist you with these.

If you want to connect to a different Wi-Fi in an environment where you cannot connect to the Wi-Fi you have already set up after completing the initial settings, please refer to “Connecting to a different Wi-Fi network.”



1 Sign in as the administrator user you created on page 22.
2 Tap the globe icon on the “Taskbar.”



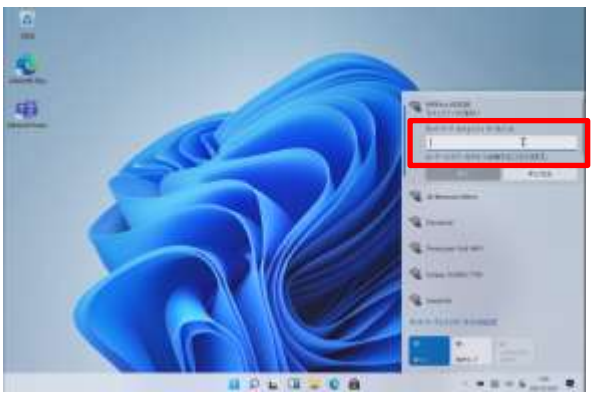
3 Displays the Wi-Fi SSIDs that you can connect to.
4 Tap the SSID you want to connect to.

What is an SSID?
A name attached to a Wi-Fi signal. Each school or home Wi-Fi has a different name. SSIDs other than the one you are connecting to will also be displayed.

Wi-Fi connection procedure (2/2)



5 Tap “Connect.”



6 Enter the security key in the “Enter Network Security Key” field.
7 Tap “Next.”

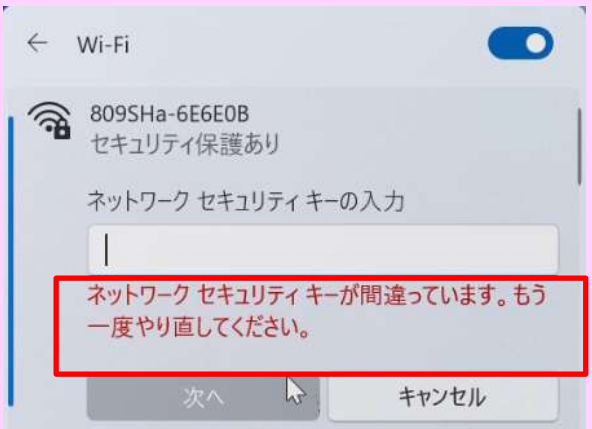


8 The globe icon on the taskbar will change from “ ” to “ .”

Hover the cursor over the icon and you will see “Internet access.”

What is a security key?
A password that is required to connect to each Wi-Fi. Each school or home Wi-Fi SSID has a different password. If you are at school, please enter the username and password distributed to you.

Wi-Fi connection(if the following happens)

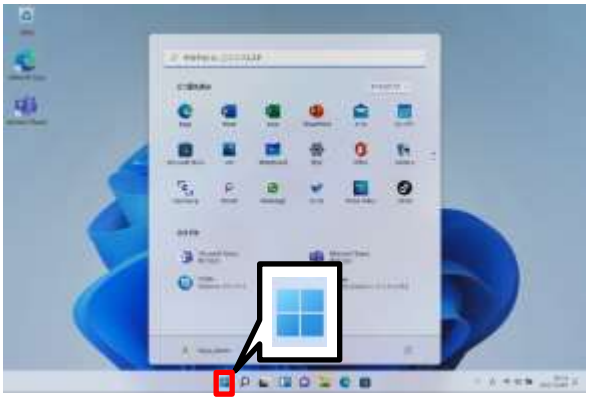


1 Enter the security key in the “Enter Network Security Key” field (Step 6 on page 27). If you tap “Next” (Step 7) and the screen on the left appears, the security key is incorrect.
2 Check the security key.
3 Enter the correct security key.
4 Tap “Next.”

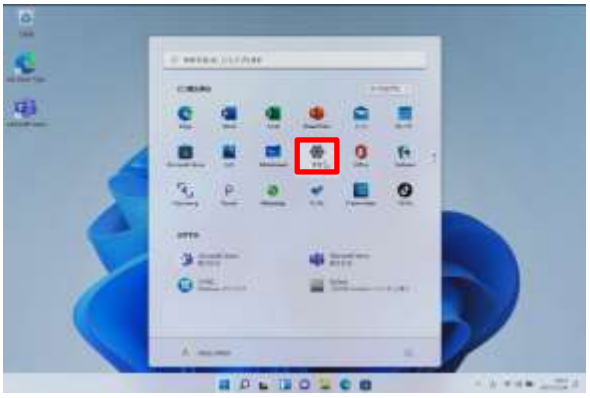
Procedure for setting up an Office 365 account (1/3)

*** Your own Office 365 account will be distributed at each school after you enroll.**

This section explains the procedure for setting up an Office 365 account.
This should be done after signing in as an administrator user.
You will need your Office 365 account and password to do this.
If you do not know your Office 365 account, please contact your school.
The Office 365 account and password are managed by each school, so the inquiry desk cannot assist with these.
You must be connected to the internet for this procedure.
If you are not already connected to the internet, please connect to the internet first based on the procedure on page 26.



1 Sign in as the administrator user you created on page 22.
2 Tap the “Start” icon.



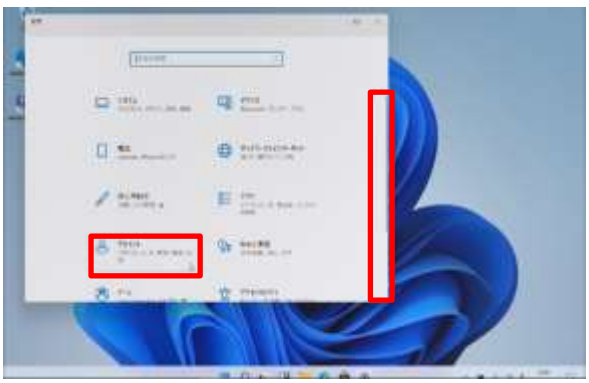
3 Tap “Settings.”

What is an Office 365 account?
An account for using various Microsoft services, such as Office and OneDrive.

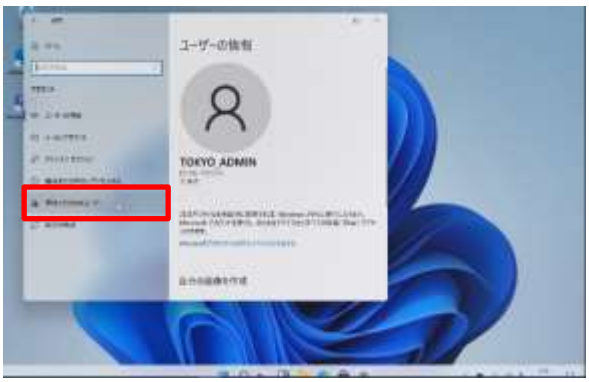
Procedure for setting up an Office 365 account (2/3)



4 The “Settings” screen will appear.



5 Lower the vertical scroll bar.
6 Tap “Account.”

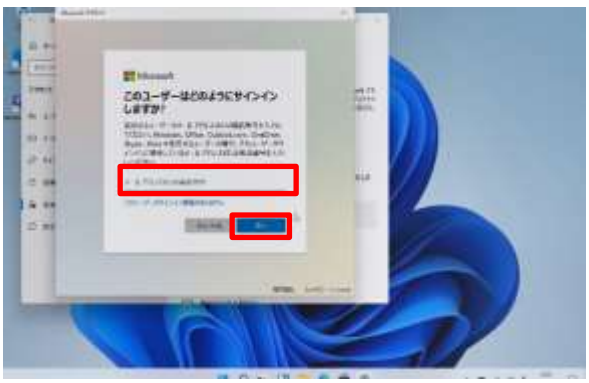


7 The “User Information” screen will be displayed.
8 Tap “Family & Other Users.”

Procedure for setting up an Office 365 account (3/3)

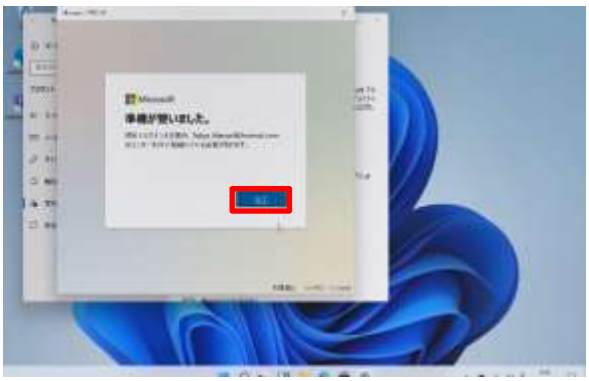


9 The “Family and Other Users” screen will appear.
10 Tap “Add other users to this PC.”



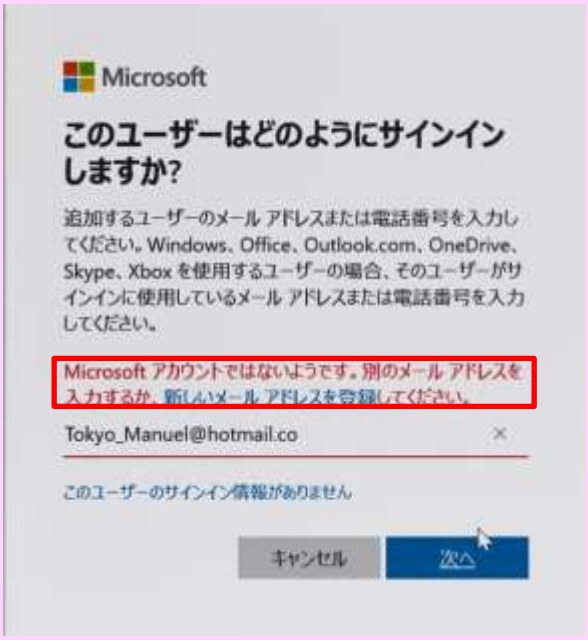
11 The “How does this user sign in?” screen will appear.
12 Enter your Office 365 account in the “Email Address or Phone Number” field.
13 Tap “Next.”

* If you do not get this screen, you may not be connected to the internet. Connect to Wi-Fi based on the information on page 26.

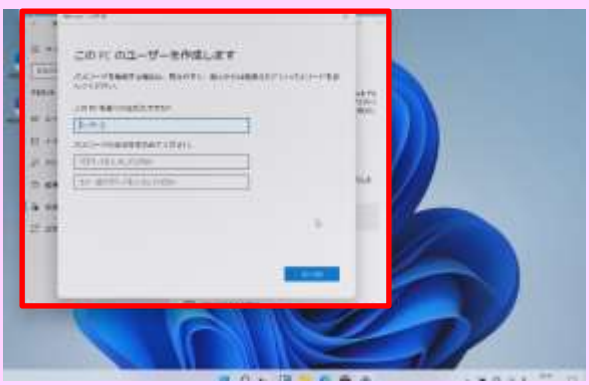


14 The message “Ready” will appear.
15 Tap “Finish.”
16 Return to the “Family and Other Users” screen.
17 Tap “X” to close the screen.
18 That’s it.

Procedure for setting up an Office 365 account (if the following happens)



1 After tapping “Add account,”
2 The “How does this user sign in?” screen will appear.
3 Enter your Office 365 account in the “Email Address or Phone Number” field.
4 Tap “Next.”
5 If you get the screen on the left, please check your Office 365 account.
6 Enter the correct Office 365 account and tap “Next.”
For steps 2 to 4, please refer to 11 to 13 on page 31.



1 If you see the screen on the left after tapping “Add other users to this PC” (Step 10 on page 31), you are not connected to the internet. Connect to Wi-Fi based on the information on page 26.
2 Click the “X” button to close the screen, then connect to Wi-Fi and redo the Office 365 account setup procedure.

Sign-in procedure for your Office 365 account (1/3)

* Your own Office 365 account will be distributed at each school after you enroll.

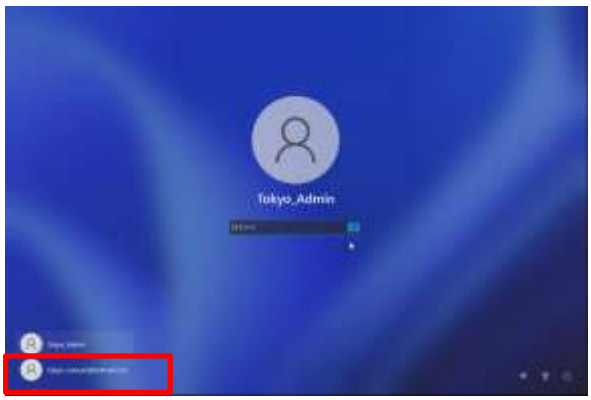
This section explains how to sign in to your Surface using your Office 365 account.

You will need your Office 365 account and password to do this.

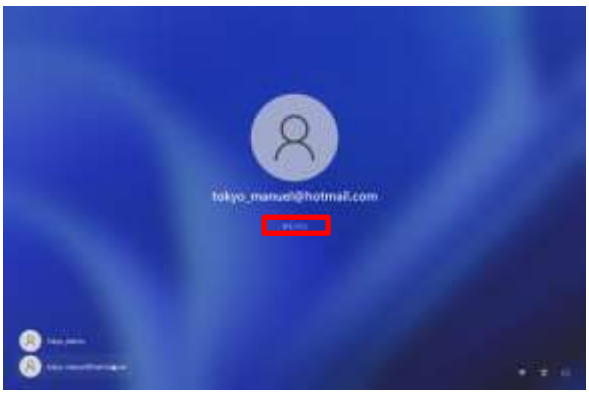
If you do not know your Office 365 account, please contact your school.

The Office 365 account and password are managed by each school, so the inquiry desk cannot assist with these.

When you sign in with your Office 365 account, you need to be connected to the internet.



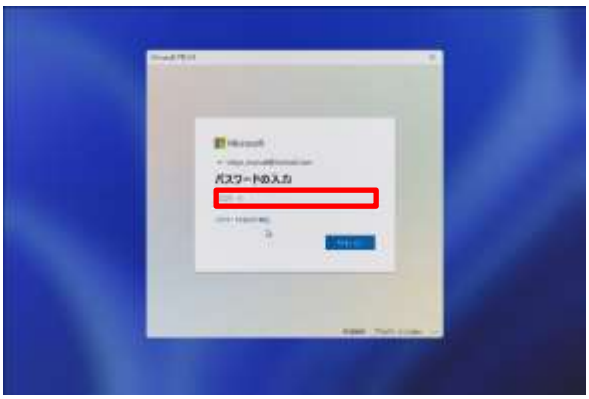
1 Start the Surface if it is shut down, or sign out if you are signed in as an administrator user on the Surface.
2 The sign-in screen is displayed.
3 Tap your Office 365 account (indicated by the red box).
* Office 365 accounts have an "@" in them.



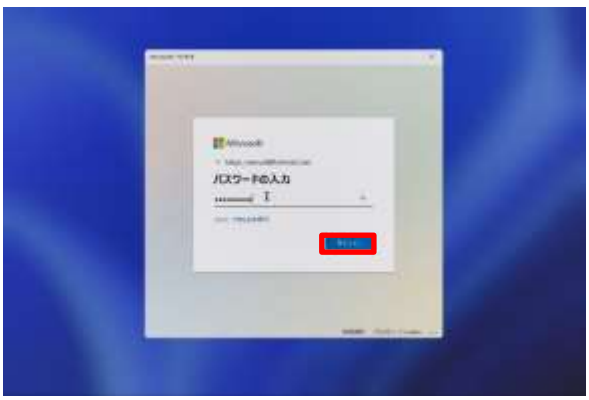
4 Tap "Sign In."

What is an Office 365 account?
An account for using various Microsoft services, such as Office and OneDrive.

Sign-in procedure for your Office 365 account (2/3)

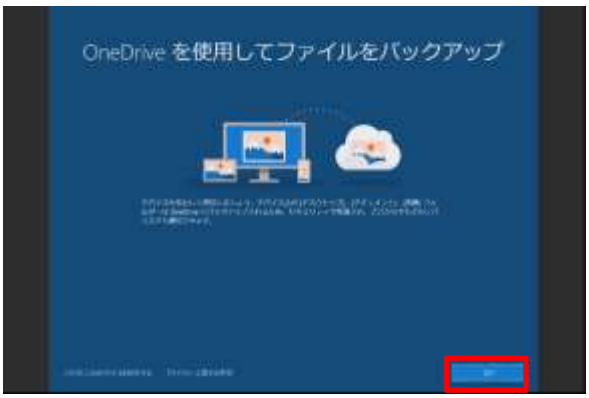


5 Enter your password in the “Password” field.



6 Tap the “Sign In” button.
7 That’s it.

Sign-in procedure for your Office 365 account (3/3)



The following steps are required only the first time you sign in.

8 The first time you sign in, you will see the “Back up files using OneDrive” screen.
9 Tap “Next.”



10 The “Select Device Privacy Settings” screen will appear.
11 Make sure that Location and Device Search are set to “Yes,” and then tap “Next.”
12 Tap “Next.”

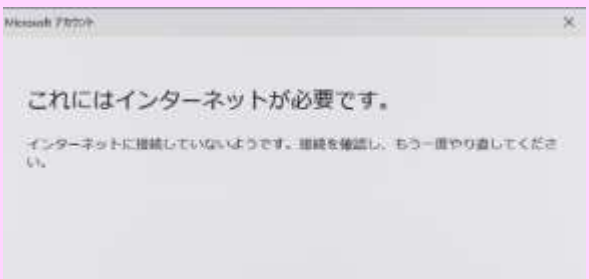


13 Tap “Agree.”
14 That’s it.

Sign-in procedure for your Office 365 account (If the following happens)



1 If the screen on the left appears after you tap the “Sign In” button (Step 6 on page 34), your account or password is incorrect. Please confirm your account and password.
2 Enter the correct account and password, and tap the “Sign In” button.



1 If the screen on the left appears after you tap the “Sign In” button (Step 4 on page 33), you are not connected to the Internet.
2 Connect to Wi-Fi based on the information on page 26.
3 Sign in with an internet connection.

3 Tasks after initial setup

3 Tasks after initial setup

Explanation of this chapter and notes

About this chapter

This chapter describes the following steps required after the initial setup.

- Connecting to a different Wi-Fi network
- Setup procedure for Windows Hello (face recognition)
- Setup procedure for app and browser controls
- Procedure for performing Windows Update manually
- Procedure for setting the Windows Update execution time

Please note:

1 Please check the Wi-Fi SSID and security key in the manual of the Wi-Fi you are connecting to.

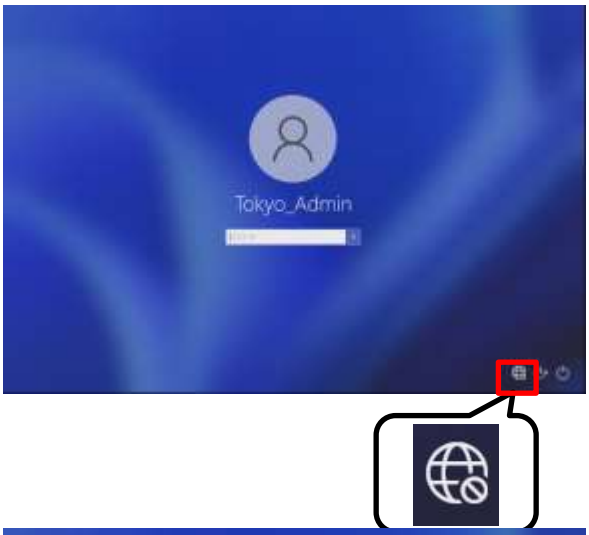
2 The Wi-Fi SSID and security key are unique for each household, so the inquiry desk will not be able to assist you with these.

Connecting to a different Wi-Fi network (1/2)

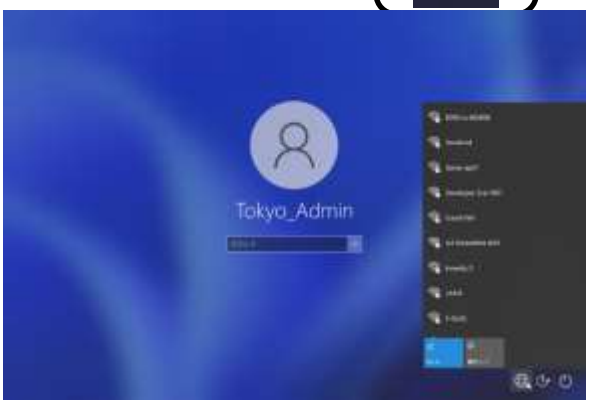
This section explains how to connect your Surface to Wi-Fi. Please check the Wi-Fi SSID and security key in the manual of the Wi-Fi you are connecting to.



1 Start up the Surface.
2 Tap the screen.



3 Tap " " .

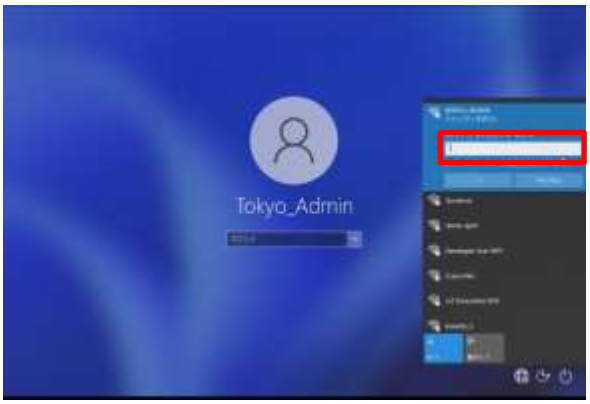


4 Tap the SSID you wish to connect to.

Connecting to a different Wi-Fi network (2/2)



5 Tap “Connect.”
6 Check “Automatically connect” for Wi-Fi that you often use, such as at school.



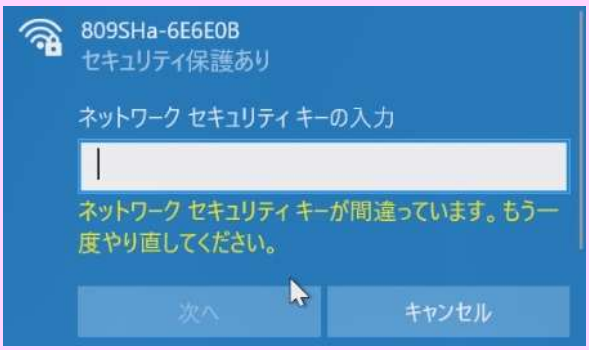
7 Enter the security key in the “Enter Network Security Key” field.



8 Tap “Next.”
9 That’s it.

What is a security key?
A password that is required to connect to each Wi-Fi. Each school or home Wi-Fi SSID has a different password. If you are at school, please enter the username and password distributed to you.

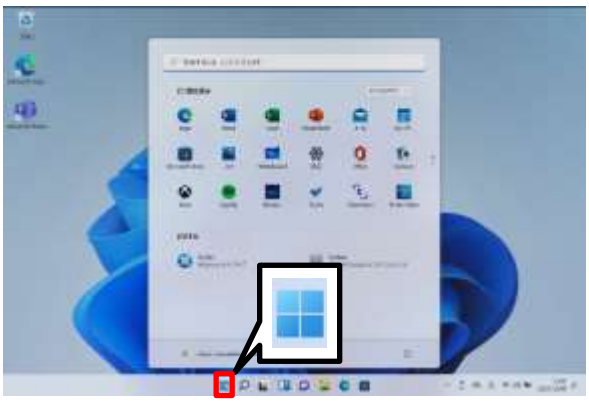
Connecting to a different Wi-Fi network (if the following happens)



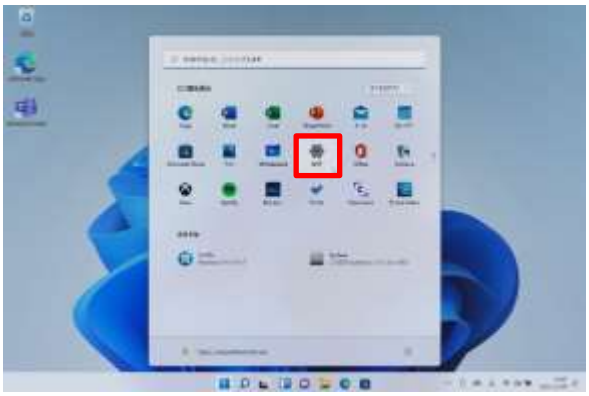
1 Enter the security key in the “Enter Network Security Key” field (Step 7 on page 40). If the screen on the left appears after you tap “Next” (Step 8), the security key is incorrect.
2 Check your security.
3 Enter the correct security key.
4 Tap “Next.”

Setup procedure for Windows Hello (face recognition) (1/3)

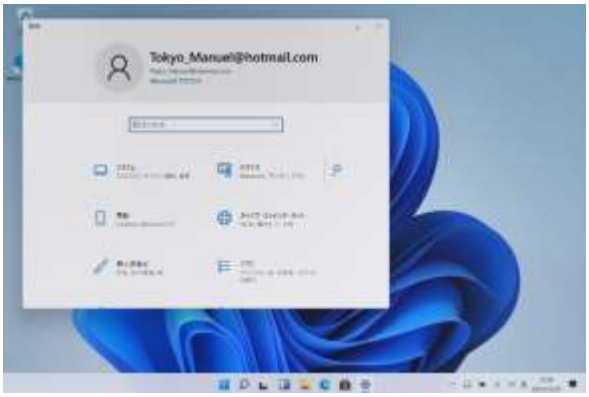
This section explains how to set up face recognition with Windows Hello.



1 Launch Surface.
2 Sign in with your Office 365 account.
3 Tap the “Start” icon.

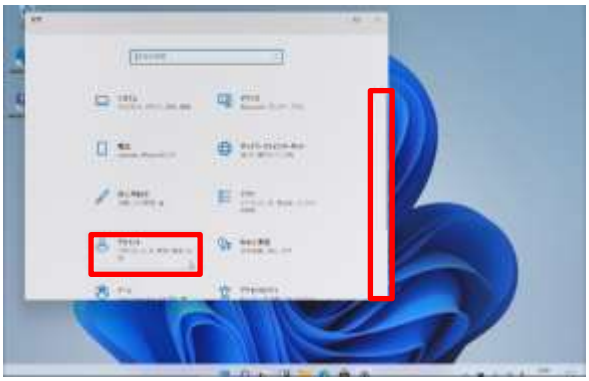


4 Tap “Settings.”

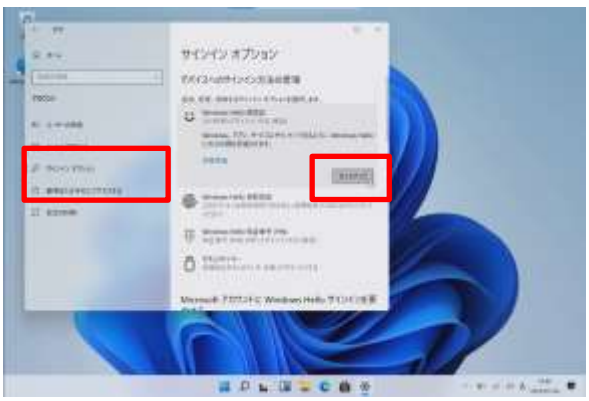


5 The settings screen will open.

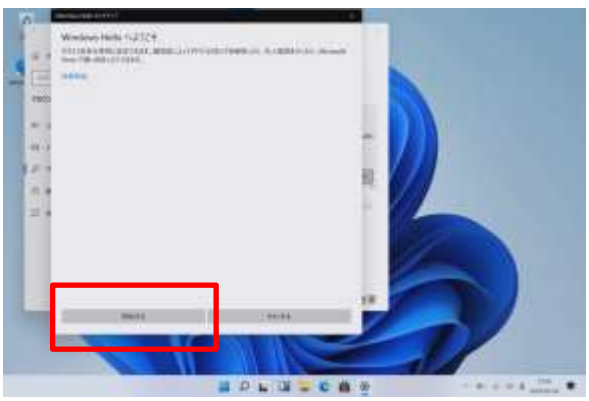
Setup procedure for Windows Hello (face recognition) (2/3)



6 Lower the vertical scroll bar.
7 Tap “Account.”

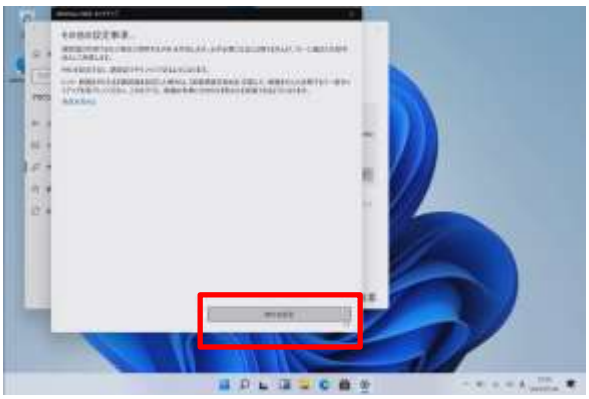


8 Tap “Sign-in Options.”
9 Tap “Setup.”



10 The “Welcome to Windows Hello” screen will appear.
11 Tap “Start.”
12 Follow the on-screen instructions to register for face recognition.

Setup procedure for Windows Hello (face recognition) (3/3)



13 The “Other Settings” screen will appear.
14 Tap “Set PIN.”



15 The “Create PIN” screen will appear.
16 Tap “Next.”

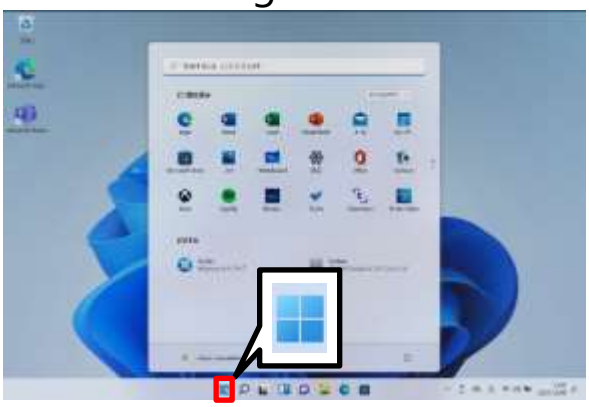


17 The “PIN Setup” screen will appear.
18 Enter a PIN (Personal Identification Number) of your choice in the “New PIN” field.
Do not forget this PIN.
19 Enter the same PIN again in the “Confirm PIN” field.
20 Tap “OK.”
21 That’s it.

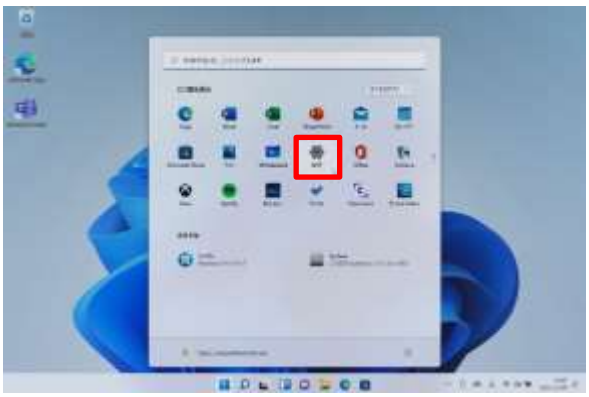
What is a PIN?
A PIN is a personal identification number that is used as an alternative when face recognition is not available. If face recognition is not available, you will be prompted to enter your PIN.

Setup procedure for app and browser controls (1/3)

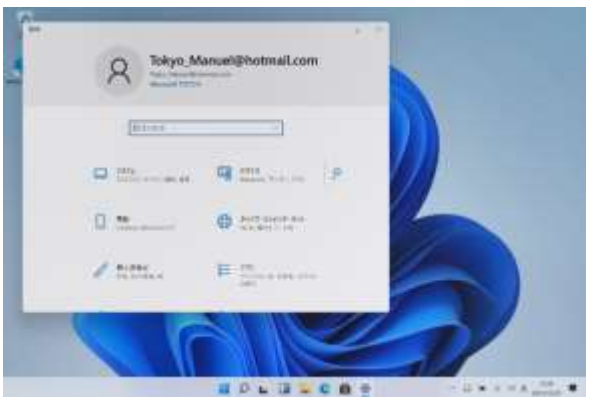
This section describes the steps to enable the app and browser control settings.



1 Launch Surface.
2 Sign in with your Office 365 account.
3 Tap the “Start” icon.



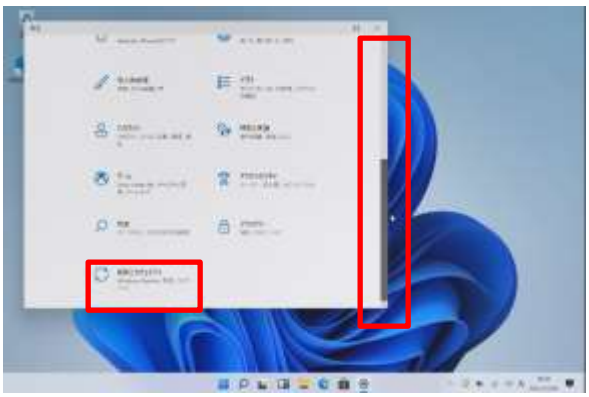
4 Tap “Settings.”



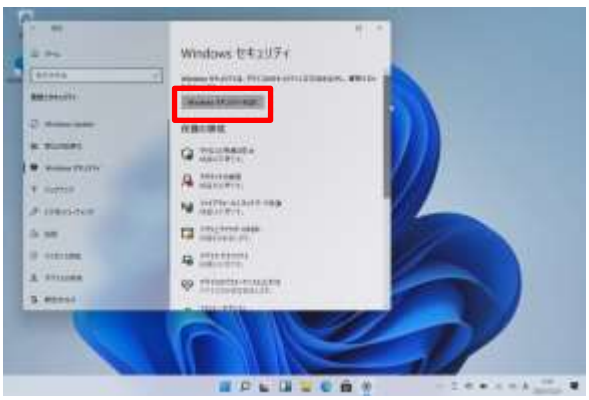
5 The settings screen will open.

What are app and browser controls?
This is a feature of Windows 11 that blocks apps that behave in an undesirable way, such as advertising apps and bundled apps that are not directly related to the installed product.

Setup procedure for app and browser controls (2/3)



6 Lower the vertical scroll bar.
7 Tap “Update & Security.”

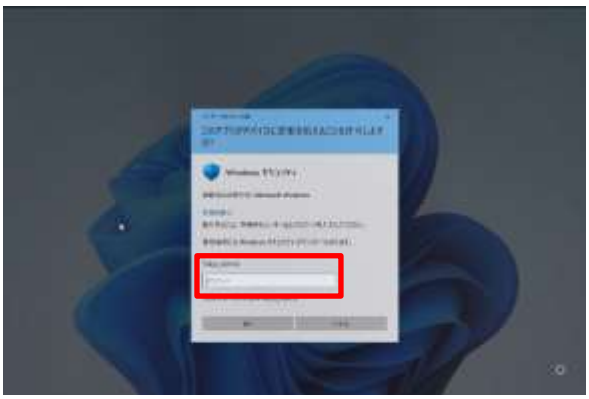


8 The “Windows Security” screen will appear.
9 Tap “Windows Security.”

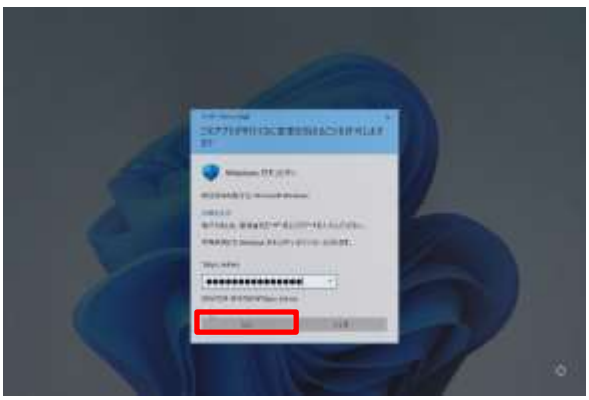


10 The “Security Overview” screen will be displayed.
11 Tap “Enable” in the “App and Browser Control” area.

Setup procedure for app and browser controls (3/3)



12 The “Do you want to allow this app to make changes to your device?” screen will appear.
13 Enter the password for the administrator user.



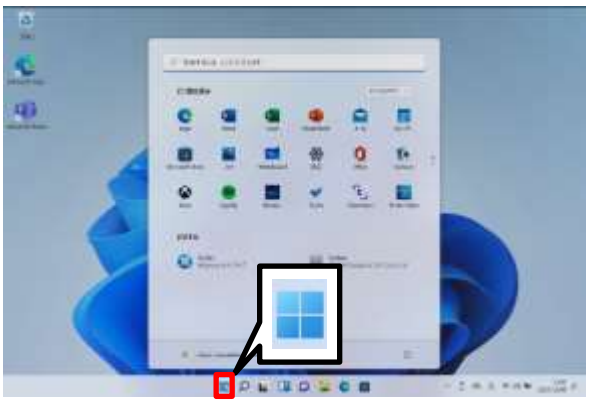
14 Tap “Yes.”



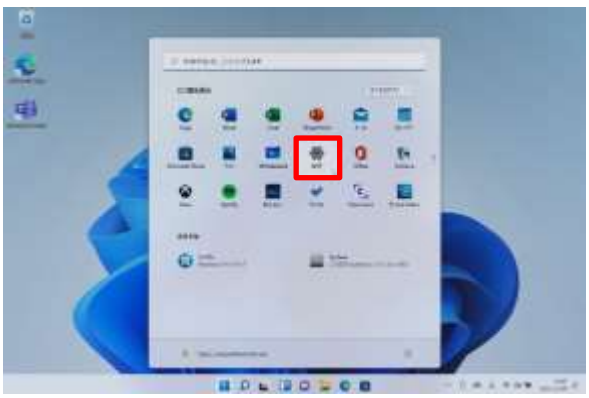
15 The “Security Overview” screen will be displayed.
16 Tap “X.”
17 That’s it.

Procedure for performing Windows Update manually (1/2)

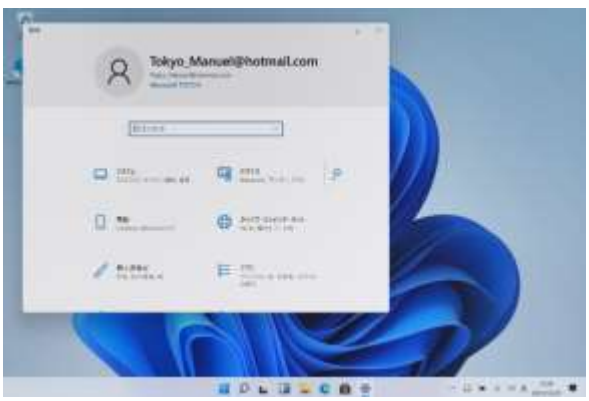
This section explains the procedure for running Windows Update manually. Windows Update is usually done automatically. A reboot will occur at the end of the process, so please save any files you are editing before running it.



1 Launch Surface.
2 Sign in with your Office 365 account.
3 Tap the “Start” icon.

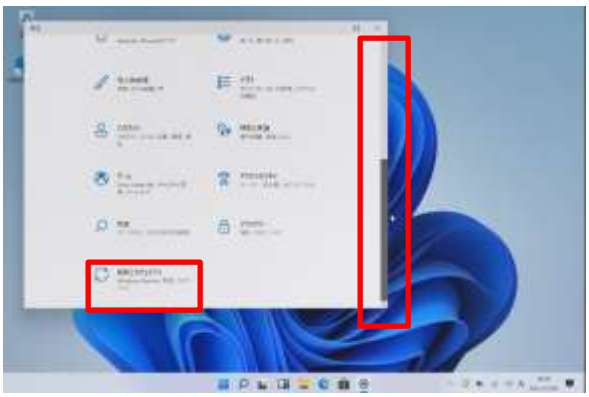


4 Tap “Settings.”



5 The “Settings” window will open.

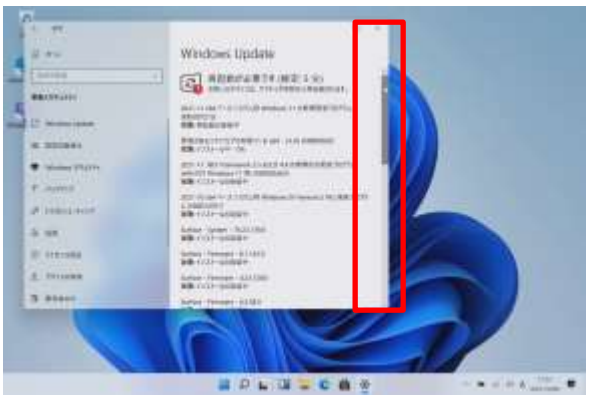
Procedure for performing Windows Update manually (2/2)



6 Lower the vertical scroll bar.
7 Tap “Update & Security.”

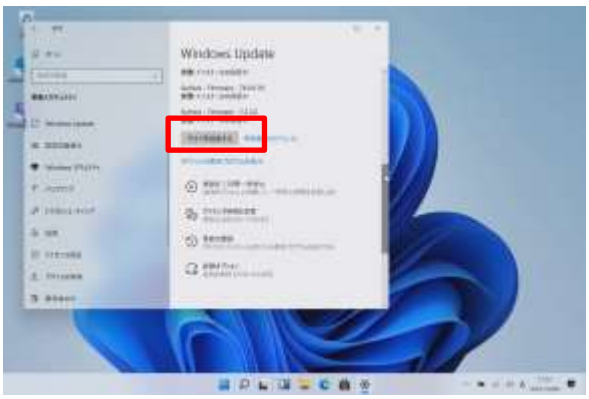


8 Tap “Windows Update.”
9 If there is an update to download, it will appear as shown in the figure on the left.
* If you see “You are up to date,” you do not need to do anything else.



10 Lower the vertical scroll bar.

Procedure for performing Windows Update manually (3/3)



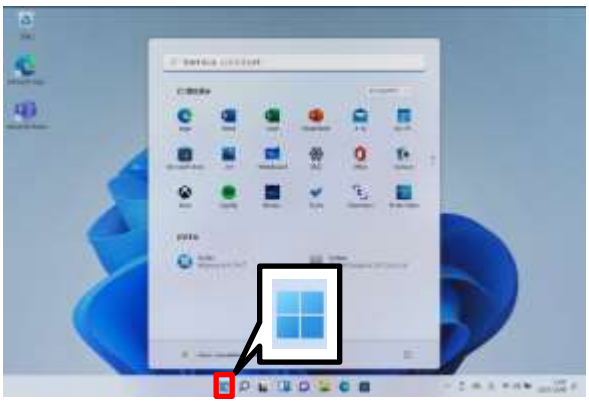
11 Tap “Reboot Now.”

* Restarting after a Windows Update takes time. For instructions on how to prevent rebooting due to Windows Update during class, please refer to page 51.

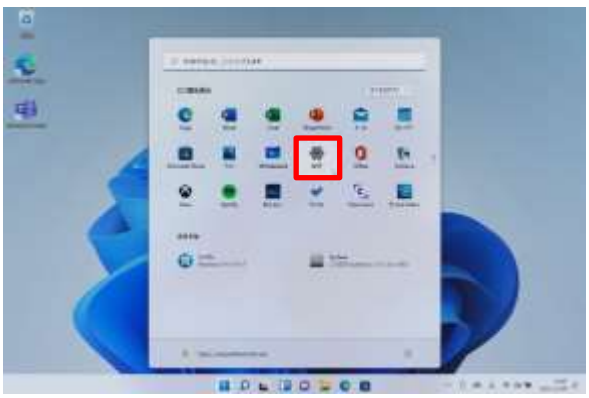
12 That’s it.

Procedure for setting the Windows Update execution time (1/4)

This section explains how to set up the system so that it does not reboot due to Windows Update during class.



1 Launch Surface.
2 Sign in with your Office 365 account.
3 Tap the “Start” icon.

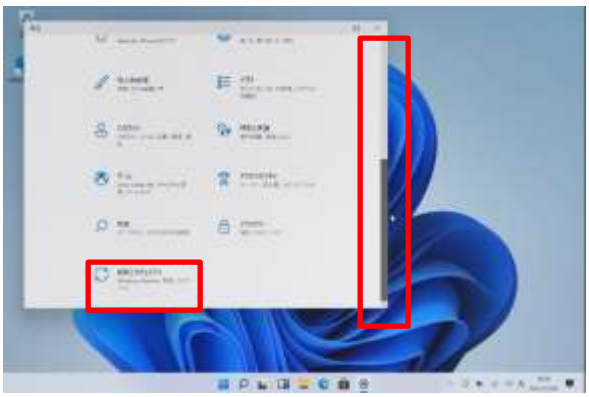


4 Tap “Settings.”

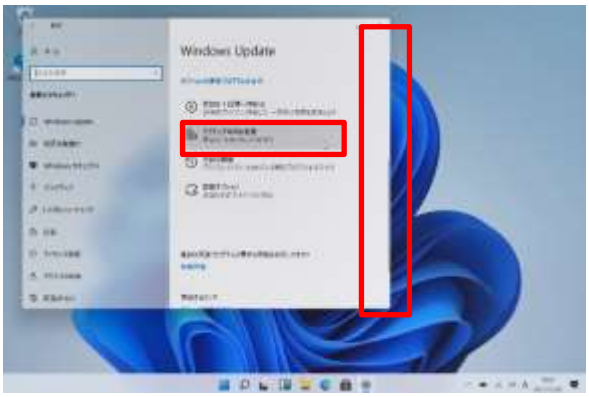


5 The settings screen will open.

Procedure for setting the Windows Update execution time (2/4)



6 Lower the vertical scroll bar.
7 Tap “Update & Security.”



8 The “Windows Update” screen will appear.
9 Lower the vertical scroll bar.
10 Tap “Change Active Time.”

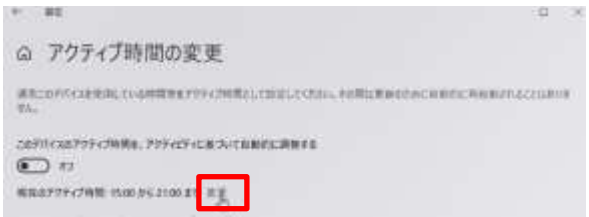


11 The “Change Active Time” window will appear.
12 Set the switch indicated by the red frame to “OFF.”

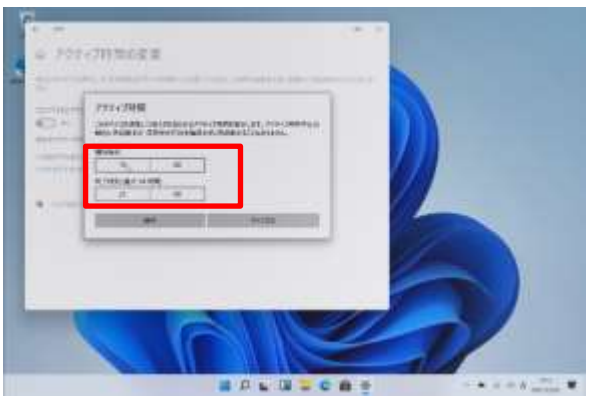
This screen has been created as an example. The time may not be as shown here.

What is active time?
Active time refers to the amount of time you normally spend using your PC. The Surface will not automatically reboot during active time.

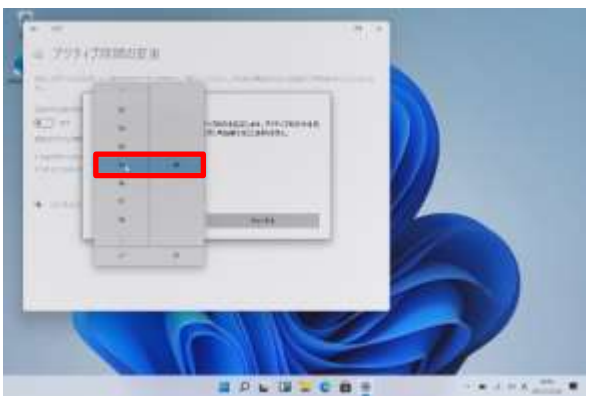
Procedure for setting the Windows Update execution time (3/4)



13 Tap “Change.”

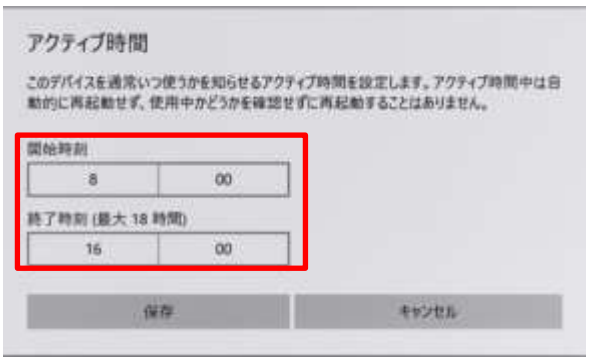


14 Tap “Start Time.”

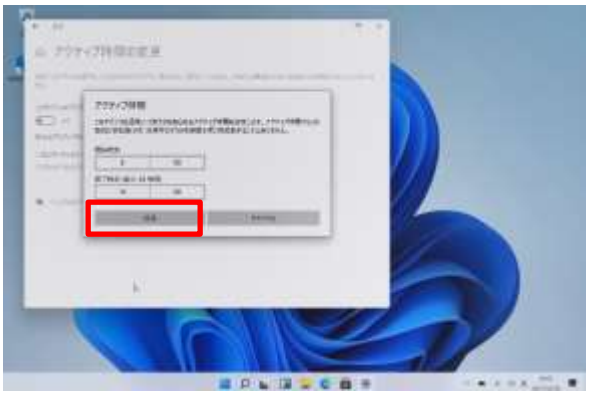


15 Set the start time for “Active Time.”
16 Similarly, set the end time for “Active Time.”

Procedure for setting the Windows Update execution time (4/4)



17 Set your class time as active time.
18 In this section, as an example, “8:00 to 16:00” is set as the active time. In practice, please set it according to each school’s class time, etc.



19 Tap “Save.”



20 Tap “X” to close the screen.
21 That’s it.

4 If you think your device is broken

4 If you think your device is broken

Explanation of this chapter and notes

About this chapter

This chapter explains the steps to take when something goes wrong with your Surface.

- Surface initialization procedure
- Replacing consumable parts

Please note:

1 Initialization may delete the files you have saved in the Surface. Any additional applications you have installed will also be deleted.

2 Please save your important files to OneDrive or similar.

3 If the problem persists even after initialization, or if initialization is not possible (display does not turn on, power does not turn on, etc.), please contact the Repair and Support Center.

4 Please refer to page 64 for contact information.

5 Repairing may also delete files you have saved in your Surface and additional apps you have installed.

6 Please save your important files to OneDrive or similar before sending it for repair.

7 For consumable batteries, please purchase them at an electronics retail store.

What is initialization?
This refers to reinstalling Windows 11.

Surface initialization procedure (1/5)

If something goes wrong with your Surface, reboot it first.

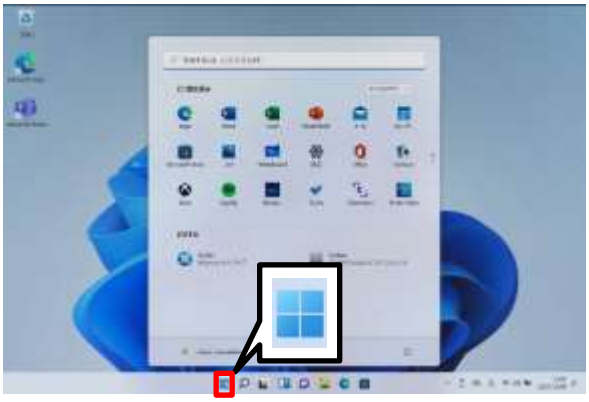
If rebooting does not solve the problem, initializing the Surface (reinstalling Windows) may solve it.

This section describes the procedure for reinstalling Windows while leaving the data on the desktop and in documents and pictures.

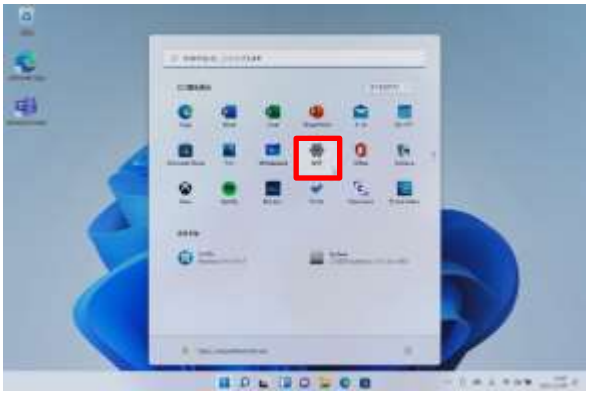
Additional installed apps will be removed. Install it again.

Be sure to save your important files to OneDrive or similar in case the Surface malfunctions or something goes wrong.

If the problem persists after resetting, please contact the Repair Desk and Support Center for repair.



1 Tap the “Start” icon.

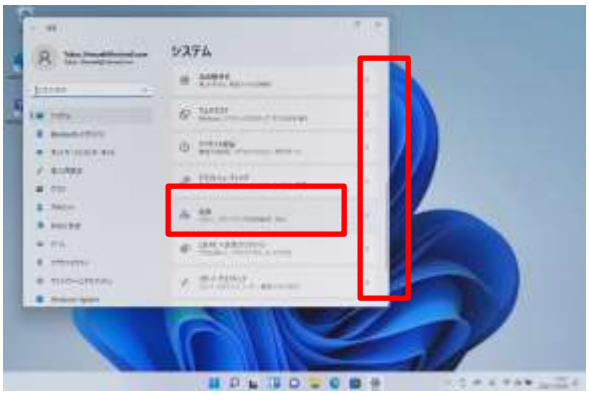


2 Tap “Settings.”

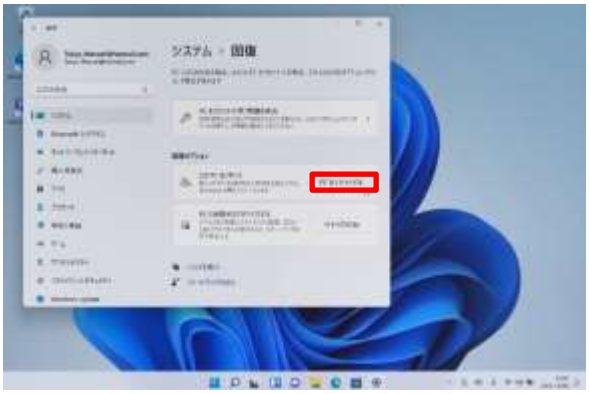
Surface initialization procedure (2/5)



3 The settings screen will open.



4 Lower the vertical scroll bar.
5 Tap “Recover.”

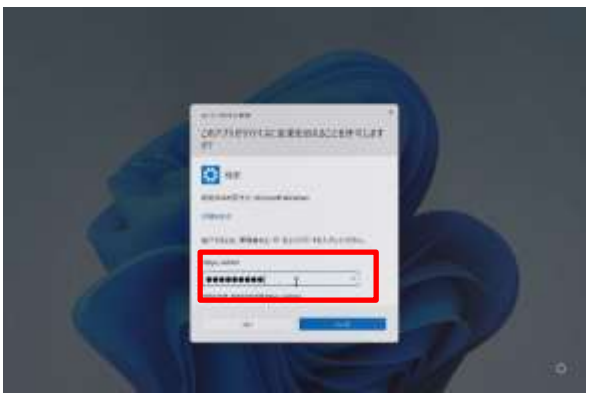


6 Tap “Reset PC.”

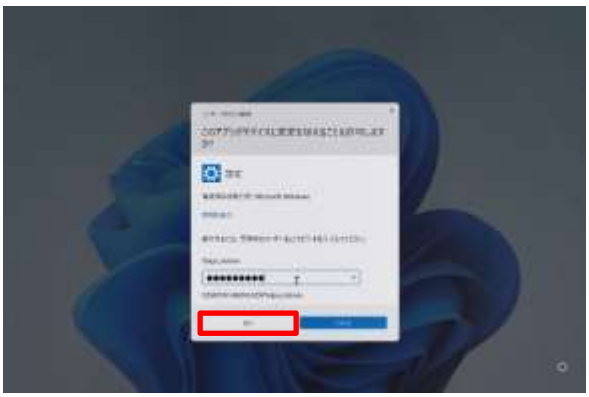
Surface initialization procedure (3/5)



7 The “Allow this app to make changes to your device” screen will open.

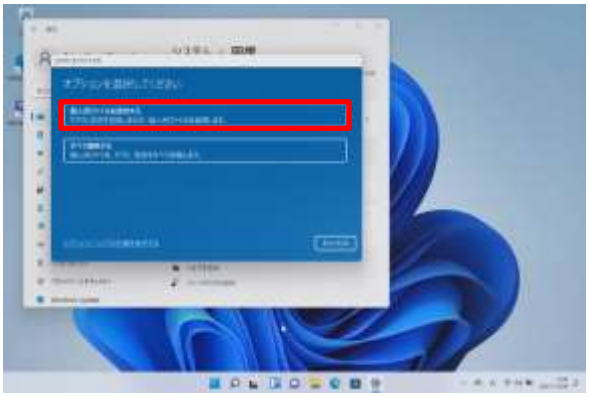


8 The “Do you want to allow this app to make changes to your device?” screen will appear.
9 Enter the password for the administrator user.

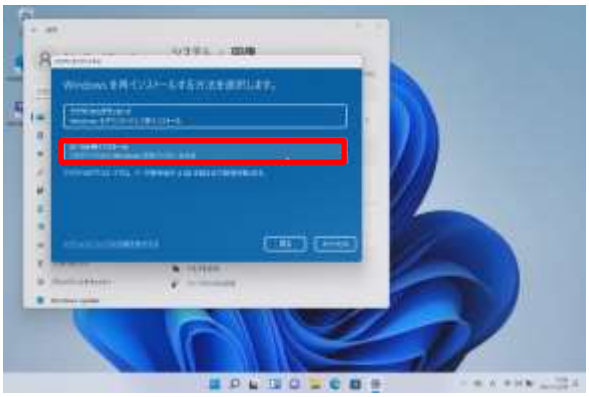


10 Tap “Yes.”

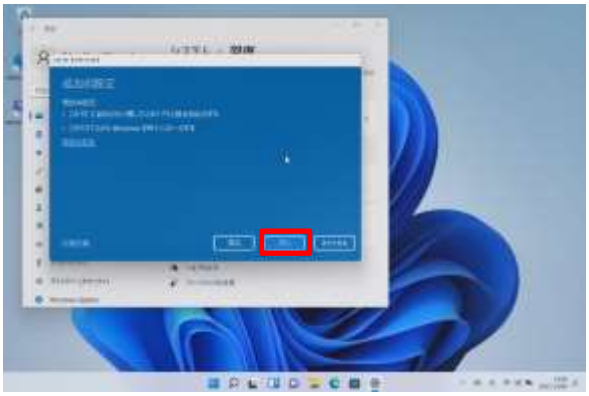
Surface initialization procedure (4/5)



11 The “Please select an option” screen will appear.
12 Tap “Keep personal files.”

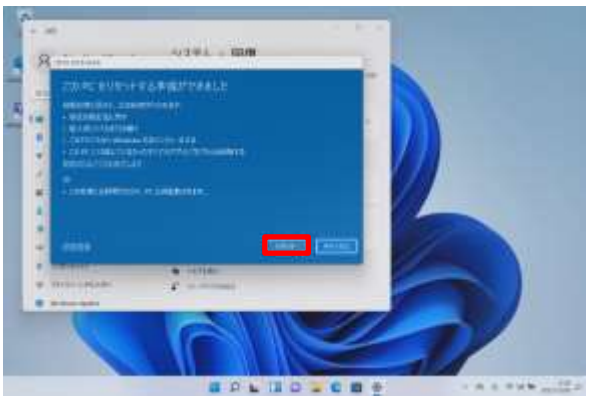


13 The “Select a method to reinstall Windows” screen will appear.
14 Tap “Local Reinstall.”



15 The “Additional Settings” screen will appear.
16 Tap “Next.”

Surface initialization procedure (5/5)



17 The “This PC is ready to be reset” screen will appear.
18 Tap “Reset.”
19 After resetting, re-setup the Surface by referring to the setup procedure for when you start the Surface for the first time.
20 That’s it.

If the problem persists after resetting, please contact the Repair Desk and Support Center for repair.

Replacing consumable parts

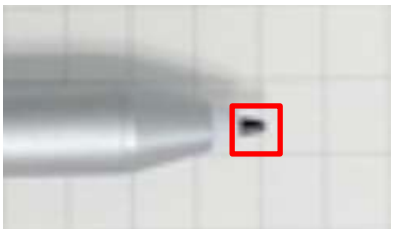
This section explains replacing consumable parts.

The Classroom Pen 2 runs on batteries. If it stops working, replace the batteries.



1 Rotate the cap (red frame) to remove the battery (AAAA) from inside.
2 Replace the battery and reinsert it.
3 Please purchase AAAA batteries from an electronics store.
4 If the problem persists even after replacing the battery, please contact the Repair and Support Center for repair.

If the nib of the Classroom Pen 2 is worn out or crushed, replace it.





1 Pinch the nib with tweezers or similar and pull it out.
2 Insert a new nib into the tip of the pen.
3 If the problem persists even after replacing the nib, or if there are no nibs to replace, please contact the Repair and Support Center for repair.

5 Sky Secure Tablet Warranty (Spontaneous Failure and Accidental Damage) Service Guidebook

For school staff, parents, and students

Sky Secure Tablet Warranty (Spontaneous Failure and Accidental Damage) Service Guidebook



Warranted equipment

PC main unit, keyboard, stylus, and included AC adapter

* The keyboard and stylus must be purchased at the same time as the device.
* The AC adapter must be a genuine product included in the package at the time of purchase.
* The protective film is not covered by the warranty.

Guarantee period

For full-time students: Guarantee expires on March 31, 2025
For part-time and correspondence students: Guarantee expires on March 31, 2026.

Repair Desk and Support Center

☎ 0120-353-107

WEB : https://jlw-bpo.jp/entry/Sky-repair-kojin.html

- The serial number listed on page 70 is required for all inquiries regarding repairs and problems with the device. Please have it ready in advance.
- Only inquiries in Japanese can be accepted. Please contact us in Japanese.

Introduction

Thank you very much for your continued support of Sky Co. Ltd.
The guide in this agreement explains the “Sky Secure Tablet Warranty (Spontaneous Failure and Accidental Damage).” For more details, please read the extended warranty agreement and check the content carefully.

With the trust of our customers as our starting point, we will continue to strive to contribute to a productive and comfortable school life and economic development for all by offering safety and security.

We look forward to your continued patronage in the future.

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Warranty information

If the customer's warranted equipment is damaged or stolen, warranty repair will be performed at the customer's request.

Faults covered by the Warranty



(a)Spontaneous failure
caused by malfunction of parts or other components despite normal use



(b)Accidental damage
caused by external factors such as breakage or water leakage

(C) Theft
of the warranted equipment

(a) Damage that is covered by the manufacturer's warranty due to a defective internal part, etc., that occurs in the warranted equipment despite normal use in accordance with the instruction manual and precautions (hereinafter referred to as "**Spontaneous Failure**")

(b) Failure of the warranted equipment to function properly due to external factors such as damage, breakage, defacement, water exposure (submersion), etc. (hereinafter referred to as "**Accidental Damage**")

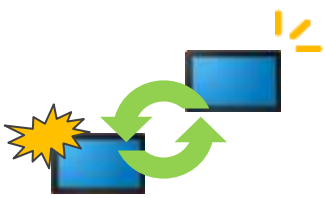
(c) **Theft** of the equipment under warranty (provided that the equipment is not found within one week of the theft being reported to the police)

- This warranty may not apply to some cases of Spontaneous Failure or Accidental Damage, so please check the service rules for details.
- If the customer's warranted equipment is stolen, the customer will need to report the theft to the police.

Warranty support

- Warranty repair will be performed in the event of Spontaneous Failure or Accidental Damage to the warranted equipment within the warranty period.

- Warranty repairs will be performed by the manufacturer. However, if the manufacturer determines that it is difficult to provide repair parts, the repair shall be performed using alternative parts (parts of the same quality as the parts required for warranty repair).



Unlimited number of repairs!



If the same model number is not available
replace with a later or equivalent model!



Broken/damaged batteries also OK!
* Aging and lifespan are not covered.

- For replacement products, we will provide products with the same model number as the warranted equipment (or its equivalent).

When a replacement product is provided, the customer may not specify the model or model number, etc., to the Company.

However, it is possible to adjust the model or model number.

Points for special attention

For details, please refer to the Warranty Service Rules.

Main reasons for not being covered by the warranty

Defects due to the following causes are not covered even during the warranty period.



■ **Excluded expense items: recycling cost, disposal cost, etc.**

Caution The customer may be required to do several tasks such as disk restoration and network/software setup when resuming use of the device because of implementation of warranty repair or provision of replacement products. However, the warranty does not cover any such task, and any costs incurred by the customer in performing such tasks are not covered by this warranty.

1. Problems caused by intentional or negligent acts of the customer or a third party, or problems due to processing, modification, repair, installation, construction, or cleaning that is not covered by the manufacturer's warranty.
2. Restoration or arrangement for the restoration of hard disk data, etc.
3. Problems caused by inspection, repair, or modification performed by a company other than the Company or a sales company designated by the Company.
4. Problems caused by inappropriate use that is different from the handling method described in the user's manual or directions (such as inadequate management, modification, extension, battery leakage, etc.) or improper handling.
5. Problems due to a natural disaster (earthquake, volcanic eruption, tsunami, etc.)
6. Problems caused by corrosive substances in the air including smoke damage, pollution, salt damage, hot spring areas, etc.
7. Problems caused by animals or insects, such as bird droppings, rat chewing, insect chewing, etc.
8. Problems caused by hard use beyond the expected usage as specified by the manufacturer (including use in particular environments such as high temperature, high humidity, etc.)
9. When replacing commercially available consumable parts (batteries, bands, etc.) or parts specified by the manufacturer
10. Problems caused by the installation or use of consumable parts not specified by the manufacturer
11. Problems caused by using in a dusty location; a location with a lot of smoke or soot; a humid location; a location with drastic temperature changes; a location with strong vibration; or a location near magnets, speakers, or other magnetic objects
12. Problems caused by data, programs, or other software downloaded through the communication environment (such as the internet). In addition, if a device equipped with a communication function cannot be connected to the network for reasons not attributable to the device itself.
13. If, due to loss, misplacement, or any other reason, the customer is not in possession of the warranted equipment, and the condition of the warranted equipment cannot be confirmed. However, this excludes cases in which the customer does not possess the equipment under warranty due to theft.
14. In situations that occur due to age-related changes or use and wear, that do not interfere with normal use, and that correspond to the scope of age-related deterioration (sagging, natural fading, deterioration, rust, corrosion, mildew, discoloration, battery depletion, and other similar reasons for exterior parts, painted surfaces, plated surfaces, resin parts, springs, etc.)
15. If damage occurs that does not affect the function or use of the warranted equipment (including appearance, scratches, LCD screen burnout, pixel loss and brightness reduction)
16. Problems caused by recalled components or parts after the manufacturer has issued a recall
17. Problems caused by specifications, structural defects, or the inherent nature of the equipment under warranty
18. If any part of the components of the warranted equipment, such as parts, without which the warranted equipment would not operate properly or would not meet the original specifications of the warranted equipment, is missing at the time of delivery of the warranted equipment to us (except in the case where the part is removed due to a defect in the warranted equipment and is lost without negligence on the part of the customer).
19. Damage of products other than the equipment covered by the warranty, or due to compatibility of additional equipment, software, etc.
20. Any and all expenses related to requests for repair in a condition that would not be considered a malfunction even by the standards of an ordinary person with no technical knowledge, such as when the power is not turned on, or when adjustments, modification repairs, maintenance, inspection, testing, or work occurs that does not involve the replacement of parts (when completed by cleaning, recovery, setup, software updates, or renewal)
21. If a repair is requested without going through our company, or when a warranty repair request is made from outside of Japan when the warranted equipment is taken outside of Japan
22. Problems caused by the exercise of governmental authority by the State or a public entity
23. Problems caused by the radioactive, explosive, or other harmful properties of nuclear fuel materials or materials contaminated by nuclear fuel materials
24. Problems caused by war (whether or not war has been declared), the exercise of force by a foreign state, revolution, civil war, or other similar event
25. If there is clear doubt as to the truthfulness of the content of the report pertaining to damage to the equipment under warranty
26. If insurance proceeds or mutual aid money, etc., regardless of the amount, is paid or a replacement product is provided by any warranty contract (meaning any other insurance contract, mutual aid contract, or guarantee contract, etc., to compensate for damages or expenses under Article 3 (Warranty Scope) concluded for the same products, accessories, etc., as those specified in Article 2 (Warranted Equipment)) besides this warranty
27. If, as a result of our inspection and diagnosis of the warranted equipment after receiving a repair request from the customer, it is found that the damage is caused by any of the reasons specified in the items of the preceding Paragraph, the customer shall bear the costs of repair technology, parts, travel, distribution, and repair estimates.

We are now accepting repair requests for tablets and other devices online. Please take advantage of our online reception desk.

How to access (1)

From a computer, directly enter the web address below.

＊Depending on the model, you may not be able to complete your repair request on a smartphone, so please make your request from a computer screen.

https://jlw-bpo.jp/entry/Sky-repair-kojin.html

- There are two steps to fill in, so please take the time to do so.
- If you wish to make a repair request using this online form, please read and agree to all terms and conditions of the repair request.

How to access (2)

If you do not have a computer, please submit a repair request from a smartphone via the website to which you can connect using the QR code below. If you are unable to make a repair request, please call the Repair Desk and Support Center described on the next page.

- There are two steps to fill in, so please take the time to do so.
- If you wish to make a repair request using this online form, please read and agree to all terms and conditions of the repair request.

How to request a repair (2): by phone

1 Please check the serial number of the device first.

The serial number is a required item for repair acceptance. Please refer to the next page to check the serial number (part number).

2 Please contact the Repair Desk and Support Center.

A forwarding agent will pick up the product for repair.

* We do not guarantee the safety of your data when handling repairs. Be sure to make a backup before requesting a repair.
* Be sure to remove the protective film and store it yourself.

3 Hand the device to the driver for the forwarding agent.

They will bring you a special box for packing delicate equipment, so please put your device in that box to deliver it.

Repair Desk and Support Center

☎ 0120-353-107

After the voice guidance, push the number you want.

- Serial numbers are required for repairs and device damage inquiries. Please have it ready in advance.
- Only inquiries in Japanese can be accepted. Please contact us in Japanese.

Guidance	Request details	Reception hours	Who can use this service
①	**Support for tablet use** * The scope of support is as follows.	24 hours a day, 365 days a year Technical staff from 9:00 to 21:00, simple reception from 21:00 to 9:00.	School staff Parents and guardians Students
②	**Request for tablet repair**	24 hours a day, 365 days a year Technical staff from 9:00 to 21:00, simple reception from 21:00 to 9:00.	

Scope of support for tablet use

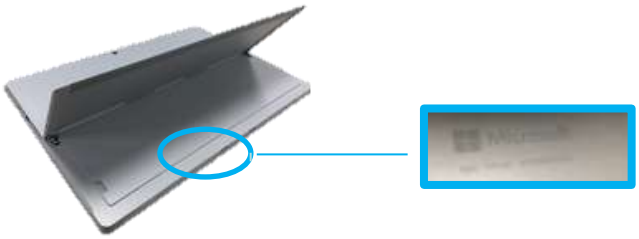
1. Support for tablet devices (will not turn on, will not connect to Wi-Fi, will not charge, etc.)
   * We are unable to provide any information regarding OS updates.

2. Support for devices that come with the tablet (keyboard, stylus, power adapter)
   * We cannot provide information on how to connect a printer or a keyboard/mouse that you have purchased separately from the tablet.
   * Even in the case of genuine products, we are unable to provide information on accessories purchased separately.

3. Support for Microsoft Office 365 (typing, formatting, inserting diagrams and photos, etc.)
   * We are not able to provide information on programs, numerical formulas, or other advanced usage inquiries. In addition, we will inform you of the availability of support when you contact us.

*** The following are examples for reference only. If none of the following apply, please check with the Repair Desk and Support Center.**

Microsoft products

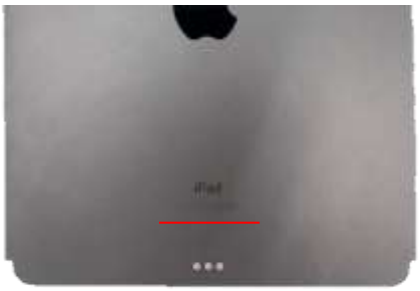
[Surface Go Series] 	Open the kickstand and look for the number near the bottom. Check on the Surface device or the accessory itself. Look at the back or bottom of the device or at the battery compartment, if there is one.
【Surface Laptop】	Check the bottom of the keyboard near the hinge.
	If you have kept the original packaging for your Surface, you can check the barcode label for the serial number.

Apple products iPad Series

Check in the Settings app on your iPad.
Tap “Settings” from the Home screen.
You can check your serial number by going to “General” and selecting “About.”



Check on the back of the iPad.
The alphanumeric characters following “Serial:” under “iPad” on the lower back of the device are the serial number.



Items to check when arranging for repair of Apple products

If you are shipping a device, please prepare the following in advance.
If the device does not turn on or respond, do only what you can.

① Back up your iOS device.

② Tap “Settings” > “Messages,” then turn off “iMessage.”

③ Disable activation lock by going to “Settings” > “Username” > “Find My Device” and turning off “Find My Device.” Enter your Apple ID password and tap “Turn Off.”

④ Erase (reset) the device. Tap “Settings” > “General” > “Reset” > “Clear All Content and Settings,” then enter your passcode and Apple ID password when prompted.
* If you are unable to erase the device because it does not turn on or respond, you can erase it from iCloud.com.

⑤ Remove the SIM card, case, screen protector film, etc., from the device and keep them at hand with the cable and charger. This completes the preparation.

(Reference) How to disable activation lock from another device

① Select the “Find My iPhone” app from your iPhone.
② When the app starts up, enter the Apple ID and password that you use on your iPad.
③ Slide the target iPad to the left, and “Delete” will appear.
* If your product does not appear here, it is possible that Find My iPhone is activated with a different Apple ID.
* If you are unable to confirm on the screen of your iPhone, or if you really do not know your Apple ID, you can call Apple Care (0120-277-535) to check.
④ After that, press “Delete” when you see the message “Do you want to delete from your iPhone screen?”

Please note that disabling the activation lock is a manufacturer-specified item, so please contact the manufacturer for details.

Sky Secure Tablet Warranty (Spontaneous Failure and Accidental Damage) Rules

The Sky Secure Tablet Warranty (Spontaneous Failure and Accidental Damage) is operated and provided by Sky Co. Ltd. and Japan Living Warranty Inc. (hereinafter referred to as "the Company"). The Company will carry out repairs in accordance with the following provisions.

Article 1 (Definitions)
The definitions of the terms used in these rules are as follows.
(1) "The Warranty" refers to the "Sky Secure Tablet Warranty (Spontaneous Failure and Accidental Damage)" provided by the Company in accordance with these Rules.
(2) "Warranty Repair" refers to the service itself that the Company performs for the customer as part of the Warranty.
(3) The term "Warranted Equipment" shall mean the equipment, etc., covered by the Warranty, the details of which are set forth in Article 2.
(4) The "Service Guidebook" is a written document provided to the customer by the Company in the implementation of this warranty, which describes in detail the content and procedures for warranty repairs.
(5) The "Manufacturer" refers to the manufacturer of the Warranted Equipment.
(6) The "Manufacturer's Warranty Period" refers to the period of time for which the manufacturer provides a manufacturer's warranty.
(7) A "Replacement Product" is a product that has the same quality as the Warranted Equipment and has the same model number as the warranted product. However, if it is difficult to obtain a product with the same model number due to manufacturing discontinuation or other reasons, a product with equivalent functions and quality, regardless of manufacturer, will be used as the Replacement Product.
(8) "Data, etc." refers to data, software, programs, etc., stored on the Warranted Equipment.
(9) "E-Commerce Site" refers to a website that sells products to consumers on the internet (the operator of such website is not limited to Sky Co. Ltd. but includes websites operated by third parties).

Article 2 (The Warranted Equipment)
The Warranted Equipment shall be the main body of the PC (including tablet type), keyboard, stylus, and AC adapter that are labeled as "warranted" on the E-Commerce Site designated by Sky Co. Ltd. (However, lightning cables are not included.)

Article 3 (Warranty Scope)
1. In the event of any of the following failures of the customer's Warranted Equipment, the Company shall perform Warranty Repair based on the customer's request for repair.
(a) Failure of the Warranted Equipment due to internal parts failure, etc., that occurs despite normal use in accordance with the user's manual and precautions and that is covered under the manufacturer's warranty rules (hereinafter referred to as "Spontaneous Failure").
(b) Failure of the Warranted Equipment to function properly due to external factors such as damage, breakage, defacement, water exposure (submersion), etc. (hereinafter referred to as "Accidental Damage")
2. The Warranty does not apply to any of the items in Article 10, even in cases of Spontaneous Failure or Accidental Damage.
3. If the customer's Warranted Equipment is stolen and is not found within one week after being reported to the police, the Company will provide a Replacement Product in accordance with Article 7, Paragraph 1.

Article 4 (The Warranty Period)
1. The start date of the Warranty shall be the day after the end of the Manufacturer's Warranty Period for Spontaneous Failure as specified in Paragraph 1 (a) of the preceding Article, and the start date of the Manufacturer's Warranty Period for Accidental Damage as specified in Paragraph 1 (b) of the preceding Article and theft as specified in Paragraph 3 of the preceding Article.
2. The termination date of the Warranty shall be as stated in the email notification of shipment of the Warranted Equipment.
3. During the Manufacturer's Warranty Period, the termination date of the Warranty set forth in the preceding Paragraph shall not be changed even if a replacement (new) product for the Warranted Equipment is provided to the customer by the manufacturer or distributor due to initial failure or other reasons.

Article 5 (Warranty Details)
1. If a Spontaneous Failure or Accidental Damage occurs to the Warranted Equipment during the period the Warranty is in effect, the Company will perform Warranty Repair within the scope of the warranty. Japan Living Warranty Inc. shall arrange for the collection of the Warranted Equipment, and the customer shall send the Warranted Equipment to the location designated by the Company (including, but not limited to, the head office, branch offices, sales offices, or any business location of Japan Living Warranty Inc.) in accordance with the arrangement for the collection of the equipment. Japan Living Warranty Inc. shall accept Warranty Repair of the Warranted Equipment sent.
2. Warranty repairs will be performed by the manufacturer. However, if the manufacturer determines that it is difficult to provide the parts required for Warranty Repair of the Warranted Equipment, the repair shall be performed using alternative parts (parts of the same quality as the parts required for Warranty Repair).
3. The customer may be required to do several tasks such as disk restoration and network/software setup when resuming use of the Warranted Equipment because of implementation of Warranty Repair or provision of Replacement Products. However, the Warranty does not cover any such task, and any costs incurred by the customer in performing such tasks are not covered by the Warranty.

Article 6 (Provision of Replacement Products)
If the manufacturer or the Company determines that the Warranted Equipment for which the customer has requested Warranty Repair cannot be repaired under warranty, or if the customer's Warranted Equipment has been stolen, the Company shall provide the customer with a Replacement Product in lieu of Warranty Repair. For a Replacement Product, a product with the same model number as the Warranted Equipment (or its equivalent) shall be provided. However, it is possible to adjust the model or model number when providing a Replacement Product.

Article 7 (How to Request Warranty Repair, How to Report Theft, and Precautions)
1. If Spontaneous Failure or Accidental Damage to the Warranted Equipment occurs within the effective period of the Warranty, the customer shall request warranty repair from the Sky Secure Tablet Warranty Repair Desk described in the Service Guidebook.
2. The customer shall follow the "Protocol for Warranty Repair Procedures" explained by the Company in response to a request for Warranty Repair under the preceding Paragraph.
3. The customer agrees in advance that the Warranty will not apply if the customer requests repair of the Warranted Equipment from anyone other than the Company.
4. When requesting Warranty Repair in accordance with Paragraph 1, the customer shall, in advance, back up the data, software, programs, etc., (hereinafter collectively referred to as "Data, etc.") stored on the Warranted Equipment. The Company shall not be liable for any loss of Data, etc., during the Warranty Repair process. In general, it may be difficult to obtain backups in the event of equipment failure, so customers are strongly recommended to take measures such as obtaining backups of Data, etc., and other information stored on the Warranted Equipment on a regular basis.

5. The customer agrees in advance to the erasure of Data, etc., stored on the Warranted Equipment if the manufacturer or the Company deems it necessary, and the customer shall not make any objection to the erasure of said Data, etc.
6. In the event of the theft of the Warranted Equipment, the customer shall submit a theft report to the local police station and receive a theft report acceptance number, then contact the "Sky Secure Tablet Warranty Repair Desk" described in the Service Guidebook and provide the relevant theft report receipt number. In addition, the customer shall follow the "Procedure for Delivery of a Replacement Product" explained at the time of such contact.

Article 8 (Logistics Costs)
Logistics costs for the Warranted Equipment (including Replacement Products) are covered by the Warranty.

Article 9 (Reasons Warranty Repair Is Not Applicable)
1. The Warranty will not apply if any of the following events occur even during the period when the Warranty is in effect, . In addition, if the manufacturer or the Company determines that there is a risk of recurrence or amplified damage even if Warranty Repair is performed, Warranty Repair may be refused.
(1) Problems caused by intentional or negligent acts of the customer or a third party, or problems due to processing, modification, repair, installation, construction, or cleaning that is not covered by the manufacturer's warranty.
(2) Restoration or arrangement for the restoration of hard disk data, etc.
(3) Problems caused by inspection, repair, or modification performed by a company other than the Company or a sales company designated by the Company.
(4) Problems caused by inappropriate use that is different from the handling method described in the user's manual or directions (such as inadequate management, modification, extension, battery leakage, etc.) or improper handling.
(5) Problems due to a natural disaster (earthquake, volcanic eruption, tsunami, etc.)
(6) Problems caused by corrosive substances in the air including smoke damage, pollution, salt damage, hot spring areas, etc.
(7) Problems caused by animals or insects, such as bird droppings, rat chewing, insect chewing, etc.
(8) Problems caused by hard use beyond the expected usage as specified by the manufacturer (including use in particular environments such as high temperature, high humidity, etc.)
(9) When replacing commercially available consumable parts (batteries, bands, etc.) or parts specified by the manufacturer
(10) Problems caused by the installation or use of consumable parts not specified by the manufacturer
(11) Problems caused by using in a dusty location; a location with a lot of smoke or soot; a humid location; a location with drastic temperature changes; a location with strong vibration; or a location near magnets, speakers, or other magnetic objects
(12) Problems caused by data, programs, or other software downloaded through the communication environment (such as the internet). In addition, if a device equipped with a communication function cannot be connected to the network for reasons not attributable to the device itself.
(13) If, due to loss, misplacement, or any other reason, the customer is not in possession of the warranted equipment, and the condition of the warranted equipment cannot be confirmed. However, this excludes cases in which the customer does not possess the equipment under warranty due to theft.
(14) In situations that occur due to age-related changes or use and wear, that do not interfere with normal use, and that correspond to the scope of age-related deterioration (sagging, natural fading, deterioration, rust, corrosion, mildew, discoloration, battery depletion, and other similar reasons for exterior parts, painted surfaces, plated surfaces, resin parts, springs, etc.)
(15) If damage occurs that does not affect the function or use of the warranted equipment (including appearance, scratches, LCD screen burnout, pixel loss and brightness reduction)
(16) Problems caused by recalled components or parts after the manufacturer has issued a recall
(17) Problems caused by specifications, structural defects, or the inherent nature of the equipment under warranty
(18) If any part of the components of the warranted equipment, such as parts, without which the warranted equipment would not operate properly or would not meet the original specifications of the warranted equipment, is missing at the time of delivery of the warranted equipment to us (except in the case where the part is removed due to a defect in the warranted equipment and is lost without negligence on the part of the customer).
(19) Damage of products other than the equipment covered by the warranty, or due to compatibility of additional equipment, software, etc.
(20) Any and all expenses related to requests for repair in a condition that would not be considered a malfunction even by the standards of an ordinary person with no technical knowledge, such as when the power is not turned on, or when adjustments, modification repairs, maintenance, inspection, testing, or work occurs that does not involve the replacement of parts (when completed by cleaning, recovery, setup, software updates, or renewal)
(21) If a repair is requested without going through our company, or when a warranty repair request is made from outside of Japan when the warranted equipment is taken outside of Japan
(22) Problems caused by the exercise of governmental authority by the State or a public entity
(23) Problems caused by the radioactive, explosive, or other harmful properties of nuclear fuel materials or materials contaminated by nuclear fuel materials
(24) Problems caused by war (whether or not war has been declared), the exercise of force by a foreign state, revolution, civil war, or other similar event
(25) If there is clear doubt as to the truthfulness of the content of the report pertaining to damage to the equipment under warranty
(26) If insurance proceeds or mutual aid money, etc., regardless of the amount, is paid or a Replacement Product is provided by any warranty contract (meaning any other insurance contract, mutual aid contract, or guarantee contract, etc., to compensate for damages or expenses under Article 3 (Warranty Scope) concluded for the same products, accessories, etc., as those specified in Article 2 (Warranted Equipment)) besides this warranty.
2. If, as a result of our inspection and diagnosis of the warranted equipment after receiving a repair request from the customer, it is found that the damage is caused by any of the reasons specified in the items of the preceding Paragraph, the customer shall bear the costs of repair technology, parts, travel, distribution, and repair estimates.

Article 10 (Elimination of Antisocial Forces)
1. The customer represents and warrants that they are not currently or will not in the future fall under any of the following categories.
(1) A gang, a gang member, an associate gang member, a gang-related person, a corporate extortionist, a racketeer advocating social movements, a violent force with special knowledge, or another entity similar to the above (hereinafter collectively referred to as "Antisocial Forces").
(2) Antisocial Forces substantially control the operation or management of the school, or are involved in the operation or management of the school (3)Uses Antisocial Forces
(4) Is involved in the provision of funds, etc., or provision of favors, etc., to Antisocial Forces
(5) Has a socially reprehensible relationship with Antisocial Forces
(6) Uses oneself or a third party to commit fraudulent, violent, or threatening acts against the Company or its affiliates, to make unreasonable demands beyond legal responsibility, to damage the Company's credibility or interfere with the Company's business, or to commit any other similar acts

2. In the event that the Company reasonably determines that a customer may be in violation of the preceding Paragraph, the Company may terminate the agreement or take any other action deemed necessary by the Company without requiring notice or other procedures.
3. If this agreement is cancelled in accordance with the provisions of the preceding Paragraph, the customer shall not make any claim against the Company for any damages arising from the cancellation.
4. If this agreement is cancelled in accordance with the provisions of Paragraph 2, the customer shall compensate the Company for any damages incurred.

Article 11 (Indirect Damage)
In no event shall the Company be liable for any indirect damages (such as loss of business profits, business interruption, loss of business information, etc.), special damages, incidental damages, extended damages, loss of or damage to data on other equipment or parts, damages based on claims by third parties, physical disability (including death or injury resulting from disability), or other damages to property in legal claims relating to the Warranty. However, this shall not apply in the event of intentional or gross negligence on the part of the Company.

Article 12 (The Customer's Personal Information)
The customer's personal information (as defined in Article 2, Paragraph 1 of the Act on the Protection of Personal Information) shall be managed in accordance with the personal information protection policy (regardless of the name, such as "privacy policy") established by the Company.

Article 13 (Amendment of The Rules)
1. The Company may amend the Rules in accordance with laws and regulations to the extent that such amendment does not conflict with the purpose of the Rules.
2. In the event of any changes to the Rules in accordance with the preceding Paragraph, the Company shall notify customers in advance of the details of the changes and the timing of the changes by posting on the Company's website or by other appropriate means.

Article 14 (Governing Law and Jurisdiction)
1. The laws of Japan shall apply to the enactment, validity, execution, and interpretation of agreements based on these Rules.
2. In the event of a dispute between the customer and the Company regarding the Warranty, the Osaka District Court shall have exclusive jurisdiction as the court of first instance.

Article 15 (Rights and Obligations Under the Warranty)
The customer may not assign or transfer rights or obligations under the Warranty without the Company's written consent.

Article 16 (Matters not Specified)
The customer and the Company shall consult in good faith to resolve any matter not specified in the Rules.

Warrantor
Sky Co. Ltd.

Warranty Management Company
Japan Living Warranty Inc.
〒160-0023 7F, 4-33-4 Nishi-Shinjuku, Shinjuku-ku, Tokyo

Frequently asked questions

Question	Answer
An equipment malfunction has occurred. How do I request a repair?	Please contact the Repair Desk and Support Center.
Who do I contact if a problem occurs during the manufacturer's warranty period?	Please contact the Repair Desk and Support Center. Make arrangements for service from the manufacturer.
What happens if I complete the repair without contacting the Repair Desk and Support Center?	This is not covered by warranty service. Please be sure to contact the Repair Desk and Support Center described in this document.
How do you determine what is and what is not covered by the warranty?	When a customer calls to request a repair, we listen to the details of the problem and its cause and make a decision.
Can you repair problems in the middle of the night?	The repair desk is open 24 hours a day, 365 days a year. If you call us during the night or on a national holiday, we will accept your call, but we will arrange for repair on the next business day or later.
If the same model of the same manufacturer is no longer in stock, what will happen with the replacement unit?	For replacement products, we will provide products with the same model number as the warranted equipment (or its equivalent). When a replacement product is provided, the customer may not specify the model or model number, etc., to the Company. However, it is possible to adjust the model or model number.

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