



## WARANTY CARD

We thank you for buying a modern, reliable product by Schenker Technologies and hope you will enjoy it. We would like to support you with our comprehensive and personal service around the product even after the purchase.

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Managing directors Robert Schenker, Melchior Franke

### OVERVIEW OF SCHENKER TECHNOLOGIES GUARANTEE PACKAGES

	24 months guarantee	36 months guarantee	Statutory rights in case of defects D/EU	
Duration/period	24 months from date of purchase <sup>1)</sup>	36 months from date of purchase <sup>1)</sup>	24 months from transfer of risk	
Costs	Free of charge	Against payment	Free of charge	
Territory	worldwide	worldwide	EU	
Claimant	Only for specific hardware / transferable Date of purchase or delivery to be demonstrated	Only for specific hardware / transferable Date of purchase or delivery to be demonstrated	Buyer / personal	
Advance replacement	✓ Europe (excluding Malta, Norway, Switzerland) <sup>2)</sup>	✓ Europe (excluding Malta, Norway, Switzerland) <sup>2)</sup>	✗	
Pick-up & return service	✓ Europe (excluding Malta, Norway, Switzerland) <sup>2)</sup>	✓ Europe (excluding Malta, Norway, Switzerland) <sup>2)</sup>	✗	
48 h express repair (in-house; Mo - Fr)	✓ 6 months included then 14 days maximum	✓ 6 months included then 14 days maximum	✗	
Hardware check-up (including transport costs)	✗	✓ one hardware check-up between 12 and 18 months service life included	✗	

<sup>1)</sup> Exceptions: wear parts, rechargeable battery 12 months; power supply units 24 months <sup>2)</sup> We offer a bring-in service for Malta, Norway, and Switzerland

### OVERVIEW OF SCHENKER TECHNOLOGIES UPGRADE/SERVICE PACKAGES

	24 months guarantee	36 months guarantee	Statutory rights in case of defects D/EU	
UPGRADE A 48 h express repair <sup>3)</sup> (in-house; Mo - Fr)	Upgrade to 12 months then 14 days maximum	Upgrade to 18 months then 14 days maximum	✗	
UPGRADE B 48 h express repair <sup>3)</sup> (in-house; Mo - Fr)	Upgrade to 24 months then 14 days maximum	Upgrade to 36 months then 14 days maximum	✗	
Additional hardware check-up including transport costs	Bookable against payment at any time		✗	

<sup>3)</sup> Upgrades of 48 h express repair to acquire within 30 days from date of purchase

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### DEFINITION OF TERMINOLOGY

#### What does "advance replacement" mean?

We offer the optional service of advance replacement. Please perform the troubleshooting procedure on your own and communicate the serial number of the defect component to us. For information on troubleshooting, please refer to the FAQ section at [www.schenker-tech.de/en/contact](http://www.schenker-tech.de/en/contact). We prompt the shipment of the replacement parts and you can return the original parts at our expense. Advance replacement is in general available for the following components: RAMs, hard drives, SSDs, WiFi modules, drives, keyboards. This list varies type to type. For further information, please contact our technical support service. This service is available all over Europe, except Malta, Norway, and Switzerland. In these three and non-European countries, the item to repair must be shipped at your own expense. The return shipment will be at our expense.

#### What does "pick-up & return service" mean?

In case of a warranty claim, the pick-up & return service covers the costs to ship the product to Schenker Technologies and back within Europe, except for Malta, Norway, and Switzerland. During shipment through the pick-up & return service, the product is adequately insured against loss and damage. You can book the free pick-up of your product within Germany. We provide you with a returns label for this purpose. In other European countries, except for Malta, Norway, and Switzerland, you can use the returns label to mail the parcel in a post office at your own choice. In Malta, Norway, and Switzerland as well as non-European countries, the item to repair must be shipped at your own expense. The pick-up & return service does not cover the transport costs outside Europe and the risks connected with the transport in non-European countries.

#### What does "bring-in service" mean?

Bring-in service means that you have to send us the hardware or bring it to us at your own expense and then you will get the repaired or replaced hardware back. The bring-in service covers material costs and working time; you are not entitled to a certain processing time.

#### What does "48 h express repair" mean?

For the first six months from the date of purchase, we offer the special "48 h express repair" service. The processing time for this service in case of a warranty claim is two workdays maximum (Monday to Friday), starting from the receipt of your product at one of our service locations (excluding transport times), so that you have the product at your disposal again as quickly as possible. After the first six months from the purchase date have expired, the processing time is 14 workdays maximum (Monday to Friday). Alternatively, you can buy an upgrade to extend this service, depending on the booked guarantee period, within 30 days from the purchase date.

#### What does "hardware check-up" mean?

In addition to the guarantee packages, you can buy a hardware check-up at any time and send in your hardware for cleaning and maintenance. Thus, you maintain the performance and long-life cycle of the product and our technical support team provides you with information on new technical features and improvements. Our technicians check the entire hardware for defects. The notebook is cleaned completely (including keyboard). We replace the thermal grease and clean the cooling system. The latest BIOS and EC is installed. If you bought the operating system from us, it is reinstalled completely on request to return to the factory settings.

## TERMS OF GUARANTEE AND SERVICE

### What does the guarantee cover?

Schenker Technologies guarantees that the newly manufactured product does not show any material and/or processing defects at the time of the initial purchase. In addition to the guarantee, Schenker Technologies offers a pick-up & return service for the better handling of warranty claims in Europe, except for Malta, Norway, and Switzerland. For these three and non-European countries, we offer a bring-in service. The guarantee is extended by the 48 h express repair service for the first six months from the purchase date (two workdays, Monday to Friday, maximum processing time from receipt at one of our service locations). The guarantee includes only hardware components of the product by Schenker Technologies and not software, for which end user license agreements, separate guarantees, warranty agreements, or claims are available with or against third parties.

### Scope of application of the guarantee

The guarantee applies only to the purchased hardware and can be transferred during the guarantee period. The respective claimant is entitled to enforce warranty claims from guarantee bond of Schenker Technologies against proof of date of purchase or date of delivery by means of the original invoice/original delivery note and this warranty card. The guarantee promise is valid worldwide. The scope of application of the pick-up & return service is Europe, except Malta, Norway, and Switzerland. For these three and non-European countries, we offer a bring-in service.

### Commencement and period of the guarantee

The guarantee period commences with the date of purchase or delivery of the product. The guarantee is granted for a period of 24 months (included) or 36 months (against surcharge), depending on the period selected or booked upon purchase of the product. Please keep the original invoice/original delivery note and this warranty card safe to prove your warranty claims. Information given on the internet or by phone do not replace these documents.

### What happens in case of a warranty claim?

To report a warranty claim, our complaint hotline and technical support is available by phone\* from Monday to Friday, 9 am to 6 pm:

#### Schenker Technologies GmbH

Walter-Köhn-Straße 2C, D-04356 Leipzig, Germany

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or 24 hours a day / 7 days a week at [support@schenker-tech.de](mailto:support@schenker-tech.de)

### What happens then?

When you report the claim, please provide as with a detailed description of the defect. You are then given a reference number (so-called RMA number) for the further processing. When you report the warranty claim, Schenker Technologies will check promptly, whether a warranty claim is available for the product. For this purpose, you need to make the product available at our option at your place of residence, by sending it to one of our service locations or a third party to be assigned by us (see pick-up & return service or bring-in service). If the warranty claim is recognized, the defect product will be repaired or replaced with the same or a similar product at Schenker Technologies's discretion. If the product or spare parts are not available anymore, Schenker Technologies will offer you an adequate replacement product. If the repair is possible only at unreasonable costs or not within reasonable time, the purchase price of the product can be reimbursed on a pro-rata basis, after the product was returned and retransfer of the property, with the time the product was used and the benefits from usage to be taken into account. To calculate the proportionate amount to be reimbursed, the purchase price is put in relation to the actual time of usage as of the date of purchase/delivery and the remaining usual time of usage of 36 months maximum. Furthermore, modifications and deteriorations are taken into account, which cannot be attributed to the customary use of the product as agreed upon.

**Note:** To avoid damage to external data storage units or accessories and to prevent the deletion of your data, you need to remove them before you claim warranty services. You are in general responsible by yourself to secure your data. Please make backup copies and delete personal data. This is particularly important, if you stored personal data of third parties. If a defect prevents the deletion, please inform us expressly about the availability of personal data when we process the warranty claim. Please note that the delivery status must be restored, if necessary, in case of repairs. We do not assume any liability whatsoever for the costs of software configuration, lost revenues, the loss of data and software, or other consequential damages.

### Who bears the costs?

Schenker Technologies bears the costs of repair, spare parts, and labour. Replaced parts become property of Schenker Technologies. In case of a warranty claim, the pick-up & return service covers the costs to ship your product to Schenker Technologies and back to you within Europe, except for Malta, Norway, and Switzerland.

During shipment by means of the pick-up & return service, your product is adequately insured against loss and damage. In Germany, a courier service usually picks up the product the next workday and returns it as quickly as possible after the repair. For other European countries, except for Malta, Norway, and Switzerland, the pick-up service is not available. Instead, you can use the DHL returns label to mail the parcel in a post office at your own choice. In Malta, Norway, and Switzerland as well as non-European countries, the item to repair must be shipped at your own expense. The pick-up & return service does not cover the transport costs outside of Europe and the risks connected with the transport in non-European countries. If the examination has the result that the defect is not covered by the guarantee, we reserve the right to charge the customer the incurred costs of repair in the form of an examination fee at the rate of 49.00 EUR in Germany and 59.00 EUR for any other countries plus the costs of material and labour according to a cost estimate. In case of chargeable repairs, we offer a separate 12 months guarantee for new spare parts from the date of repair or installation.

### Operating and installation instructions

The recognition of a warranty claim requires that the product be used in accordance with the operating, maintenance, and installation instructions and the manual. The warranty does not apply to defects or damages caused by incorrect assembly, improper usage (e.g. by overclocking, installation of unauthorized drivers), incorrect operation, incorrect installation, forcible actions, or mechanical manipulations (including physical surface damages, damages to displays, or blemishes). The warranty applies only to the usage of the product within the bounds of common, private designated usage and not, if the place, where the product is installed is not suited for the proper operation. This must be assumed in particular of the product is used in damp locations, very dusty environments, is not protected against vibrations, or has not the necessary, well-aerated clearance on all sides for cooling. The warranty does furthermore not apply, if serial numbers of the product or its components are removed, manipulated, changed, deleted, or garbled.

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### Exclusions

Schenker Technologies guarantees neither unlimited compatibility with and applicability of peripheral devices, accessories and additional devices (external drives, monitors, printers, input and control devices, speakers, microphones, cameras, etc.) nor the uninterrupted and error-free operation of the product nor the error-free operation of any hardware/software combinations, unless they are supplied by Schenker Technologies. Overclocking components leads to the loss of the guarantee, except if they are factory-made overlockable components.

#### The promise of guarantee does not comprise:

- › the assignment of replacement or loaned devices free of charge while the warranty claim is being processed,
- › the regular maintenance and repair or the replacement of parts required due to normal wear and tear (see maintenance and care instructions); Schenker Technologies provides hardware check-ups for this purpose,
- › the repair or the replacement of expendable items wear parts to be replaced at regular intervals during the product lifecycle (e.g.: rechargeable batteries/battery packs, power supply units, ink cartridges/toners, lamps),
- › the repair or replacement of parts included in free giveaways with your product,
- › virus infections or the use of the product with software, which was not supplied with the product or installed incorrectly,
- › repairs or attempted repairs by persons, who are not part of the technical support team of Schenker Technologies or authorized third parties,
- › interferences with the cooling system (only our certified technicians are allowed to replace the thermal grease),
- › accidents, fire, exposure to liquids, chemicals, or other substances, flooding, vibrations, mechanical action on surfaces and components, excess heat, insufficient ventilation, overvoltage, radiation, electrostatic discharge (including lightning strike) as well as other external forces or influences,
- › the independent replacement of individual components, unless they are subject to our advance replacement,
- › the independent installation of external BIOS and EC versions, which do not originate from our support page.

### Statutory rights in case of defects

This guarantee does not affect your statutory rights in case of defects. The autonomous guarantee bond of Schenker Technologies applies in addition to the statutory rights of customers in case of defects and is no limitation to them.

### Contact

In case a product by Schenker Technologies shows a defect during the guarantee period or to call the pick-up & return service, please contact our technical support service immediately, indicating your customer details given on the invoice/delivery note:

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or 24 hours a day / 7 days a week at [support@schenker-tech.de](mailto:support@schenker-tech.de)

**Note:** Please do not send us a product before you contacted Schenker Technologies in writing or by phone in order to ensure the smooth handling of the claim. You are assigned with a reference number (so-called RMA number) for each transaction. Please send us the device in the original packaging, if possible, including all the accessories and parts of the packaging. Use a protective outer packaging, if necessary. If you do not have the original packaging anymore, please provide for adequate protection against transport damages by means of a suitable packaging to avoid claims for damages due to improper packaging. This, however, is not a requirement for the effective exercise of warranty rights.

### Support beyond guarantee

Our technical support team is available (by e-mail and phone) at no extra charges during the entire lifecycle of your product.

During the first month after the guarantee period has expired, we will check a device to repair at no extra charge. We will have to charge you for the repair though and send you a cost estimate beforehand.

As of the second month after the guarantee period has expired, we will charge the customer with an examination fee at the rate of 49.00 EUR in Germany and 59.00 EUR for any other countries. This examination fee includes the troubleshooting as well as shipment and return shipment. The amount becomes due for payment, if the customer rejects the repair cost estimate prepared by the certified technician.

In case of chargeable repairs, we offer a separate 12 months guarantee for new spare parts from the date of repair or installation.

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## MAINTENANCE AND CARE INSTRUCTIONS

Please observe the following maintenance and care instructions. The non-compliance as well as repair and attempted repair by persons, who are not part of the technical support team of Schenker Technologies or authorized third parties, may lead to the exclusion of statutory rights in case of defects or guarantee.

### General

- › To ensure a long functional life, prevent damages, and to maintain your statutory rights in case of defects or warranty claims, please make sure to use the product in accordance with the operating and installation instructions and the manual.
- › Avoid forcible action or mechanical manipulations of physical surfaces. Operate the device only on solid, flat surfaces.
- › Do not expose the device to damp locations, dusty environments, or vibrations. Make sure that the product has sufficient aerated clearance on all sides for cooling and fans and air grids are not covered.
- › The allowable ambient temperature to operate the product is between 5 and 25 degrees Celsius. Avoid internal and external exposure to liquids, chemicals, or other substances, flooding, excess heat, insufficient ventilation, overvoltage, radiation, electrostatic discharge (including lightning strike) as well as other external forces or influences.
- › Avoid using the product with external components, accessories, and other additional devices, which are incompatible with the product by Schenker Technologies.

### Cleaning

- › The necessity and frequency of cleaning your product depends on how you use it, duration of use, and the intensity of use. It is in general recommended keeping the device free from grease, dust, and nicotine. Clean the product only, when it is turned off, cooled down, and disconnected from the power supply.
- › The product is equipped with a top-quality, modern display. We recommend cleaning it regularly using a clean, moist - not wet - microfiber cloth. Make sure that no liquids gets between display and frame or into the housing.

### Maintenance

**Aeration/cooling:** The powerful systems of Schenker notebooks require regular maintenance of the cooling system, as dust settles and may deposit there, depending on the usage. We recommend thorough cleaning at an interval of four months. Opening the

maintenance flap - if the product is equipped with such - does not lead to the loss of statutory rights in case of defects or loss of guarantee. Beyond that, the device should be opened only by the Schenker Technologies technical support or by authorized third parties.

To clean the fans and coolers, you can use a vacuum cleaner at the lowest power level. Pay attention to fix the fans in order to avoid overvoltage and damage to bearings or components. For firmly bonded dirt, it is recommended using a brush to loosen it beforehand.

**Rechargeable battery:** Please observe the manufacturer's instructions regarding the operation and charging of the battery. Do not expose the battery to external heat. We recommend in addition to charge to battery fully and to recharge it only, if the device signals the low battery, usually at a charge level of clearly less than ten percent. Use only the power supply unit provided by Schenker Technologies to charge the battery, as the charging electronics of battery and notebook is matched with the power supply unit. If you use the device mostly stationary via the power network, we recommend charging the battery to 80 percent maximum and then storing it in a separate, cool place.

### Defective pixels

Defective pixels appear on LCD monitors caused by technology or production and cannot be avoided. E.g., a 19" monitor with a resolution of 1600 x 1200 pixels consists of 5,76 million individual monitor cells controlled by tiny transistors. Given such a gigantic number, it may be possible that one or several cells do not work properly and stay on or off permanently despite the highest quality standards. This results in pixels on the display that are permanently on (white) or off (black).

ISO standard 13406-2 defines quality classes in this regard and thus provides for transparency concerning guarantee and warranty claims of end customers, dealers, and wholesalers against manufacturers. By binding themselves to an ISO pixel defect class, manufacturers of monitors commit themselves to comply with the corresponding standard in the serial production. The pixel defect classes are based - as shown in the table below - on the number of defective pixels and the specific type of defect. The number of defective pixels is respectively defined per million pixels.

The following three types of defects are distinguished:

- › **Type 1: Hot pixel defect**
- › **Type 2: Dead pixel defect**
- › **Type 3: Stuck pixel defect (red, green, blue or permanently black)**

The ISO pixel defect classes are defined as follows:

Cass	max. number Type 1	max. number Type 2	max. number Type 3
I	1	1	2-5
II	2	2	5-10
III	5	15	50
IV	50	150	500

The notebooks sold by Schenker Technologies correspond to class II, unless specified otherwise.

Software or driver conflicts as well as thermal problems (overheating of the image-forming hardware, overclocking, or bad ventilation) may cause defective pixels as well. Defective pixels within the maximally allowable range do not represent a defect as defined by warranty or guarantee. If the number of defective pixels on your display exceeds the maximally allowable number, please contact us, indicating the number and type of pixel defects.

### Contact

If you have any questions regarding maintenance and cleaning or defective pixels, please contact our technical support service, indicating your customer details given on the invoice/delivery note:

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