



DIGITAL PC Warranty Guide

Hardware Warranty

1. DIGITAL warrants that DIGITAL PC products are free from defects in materials and workmanship.
 2. DIGITAL will provide the following product warranties:
 - Desktop/Deskside PC's - 3 years parts and labour warranty on the system box. Year 1 warranty is on-site and years 2 and 3 warranty is Return to a nominated DIGITAL warranty service centre.
 - DIGITAL Prioris Servers - 3 years on-site parts and labour warranty on the system box.
 - Notebook computers - Return to a nominated DIGITAL warranty service centre. Batteries for Notebooks are covered by a 12 months Customer Replacement Unit (CRU)* warranty.
 - PC monitors - 12 month CRU warranty.
 - Keyboards and mice - 3 years CRU warranty.
- *Customer Replacement Unit (CRU) warranty is for units that are customer replaceable, and the warranty is provided by delivering replacement parts on an exchange basis.
3. On-site warranty service will be provided on a next business day, best effort basis. Monday through Friday, 9:00am to 5:00pm, excluding locally observed public holidays. Return to nominated DIGITAL warranty service centre repairs will have a 2 business day turnaround at the DIGITAL warranty service centre.
 4. DIGITAL PC products located further than 50 kilometres from a DIGITAL office are subject to a travel charge and extended response time. The DIGITAL PC Products may alternatively be returned to a nominated DIGITAL warranty service centre.

Software Advisory Support

5. DIGITAL will provide on a best efforts basis, telephone advisory support for a period of ninety (90) days on DIGITAL-installed operating systems including MS-DOS, Windows, Windows 95, and Windows NT Workstation. Ninety (90) days of telephone advisory support will also be provided on DIGITAL-factory installed applications running on the above operating systems. Application software must be listed on DIGITAL's User Application Support (UAS) Supported Products List (SPL), a copy of which is available from DIGITAL and/or Authorised Personal Computer Reseller.
DIGITAL XL Intel-based server PC's do not carry any software support warranty.
6. The software advisory support is structured to assist in the resolution of problems associated with the installation and configuration of the operating system, configuration of memory management software, common utilities, device drivers and commands. Telephone advisory does NOT include assistance with any network operating systems (NOS).
7. Telephone assistance is available Monday through Friday, 9.00am to 5.00pm, excluding locally observed DIGITAL holidays.
8. The warranty applying to PC software products installed on the DIGITAL PC Products(s) will be as outlined on the PC software products (eg. Microsoft) License Agreements that are shipped with the PC.

Customer Responsibilities

9. When logging a warranty call, the customer will need to advise the model and serial number.
10. The customer may be required to run DIGITAL supplied diagnostics.

Warranty Limitations

11. This DIGITAL PC Product warranty does not apply to any DIGITAL products which have been damaged or rendered defective as a result of accident or misuse, as a result of service or interference from anyone other than DIGITAL or a DIGITAL authorised service provider, or by the use of non-DIGITAL-approved parts. This warranty only provides on-site support for the repair or replacement of defective, DIGITAL-supplied hardware. On-site fault identification of other problems will be chargeable. Customer pays transportation/insurance for return on the warranty product to DIGITAL.



General

- 12. The purchaser may be required to provide proof of warranty entitlement when making warranty claims on DIGITAL.
- 13. Warranty commences from the date of invoice.

Warranty Tips

- 1. Please make sure you back up factory-installed software. Supply and/or restoration of software is not covered under warranty.

Warranty Travel Uplifts

- The Warranty Travel Uplifts provide on-site service where the product is located OUTSIDE the 50km limit (by road) from a DIGITAL Service Centre, (currently situated in Auckland, Hamilton, Wellington, Christchurch and Dunedin).
- All other locations requiring on-site service MUST purchase the Warranty Travel Uplift per the following table.
- Warranty Travel Uplifts fall into two levels

◆ Level One

Whangarei	Tauranga	Rotorua
Taupo	New Plymouth	Wanganui
Napier/ Hastings	Palmerston North	Nelson
Timaru	Invercargill	

◆ Level Two

Whakatane	Gisborne	Masterton
Blenheim	Greymouth	Queenstown
Oamaru	Ashburton	

Warranty Travel Uplifts

Standard Warranty Travel Uplift Level One	DS-WRNTY-T1	\$150
Standard Warranty Travel Uplift Level Two	DS-WRNTY-T2	\$200

NOTES:

- 1. On-site Warranty Travel Uplifts are available within 50km by road to the locations listed on-site service IS NOT available outside these areas.
- 2. The travel uplift must be purchased with the system and added to any Warranty Service Uplift price.
- 3. The response time is extended from next day to two working days.
- 4. Please ensure the location is specified on your order.
- 5. For further information, please contact DIGITAL Multivendor Customer Services on 09 307 5555.

Monitor Warranty Upgrade

Monitor Upgrade, 2 nd and 3 rd year customer replaceable unit	DS-WUCRU-SC	\$181
---	-------------	-------