

*Eee PC*

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Eee PC Warranty Extension User Manual

**Local 2 Years**

## **Welcome!!**

Thank you for participating in the ASUS Eee PC Local Warranty Extension Package (LWEP) service. Your Eee PC is now covered by a comprehensive ASUS service and support. When you purchase an ASUS Eee PC, you will be eligible to acquire this Local Warranty Extension Package at the same time. ASUS offers you the best service quality at the most reasonable price by extending your Eee PC warranty period. This Service Package is idealistic for family, office and SOHO customers.

## **Content of the Local Warranty Extension Package**

Your Local Warranty Extension Package should contain the following:

- Eee PC Warranty Extension Package VIP Card
- Eee PC Warranty Extension Label
- Eee PC Warranty Extension User Guide

## **ASUS Local Warranty Extension Package Service Policy**

1. After you have purchased and validated this Local Warranty Extension Package, your warranty will be extended automatically for another two years.
2. This ASUS Local Warranty Extension Package is specially designed for ASUS Eee PC customers. The Local Warranty Extension Package can be activated since your ASUS Eee PC original purchase date (the Eee PC purchase receipt or other proof of purchase may be required).
3. The warranty extension package must be registered and activated online. If the online registration and activation of your warranty extension is not completed during the first 90 days of your ASUS Eee PC purchase, your warranty extension package will expire and you will not be able to benefit from your newly purchased warranty extension package.
4. At the discretion of ASUS, the original product will be replaced by equivalent or upgraded product when it cannot be repaired. The replacement product is functionally equivalent to the original one in performance.

5. The warranty only covers failures or malfunctions that occur during the warranty period and under normal use conditions, as well as any material or workmanship defects. The warranty will not apply if:
- The product has been tampered, repaired and/or modified by non-authorized personnel;
  - The serial number on the Eee PC, components or accessories has been altered, cancelled or removed;
  - The warranty seals have been broken or altered;
  - There is damage caused by accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, or use under abnormal conditions;
  - There is damage caused by improper installation or improper connection to a peripheral device (printer, optical drive, etc);
  - There is damage caused by an external electrical fault or any accident;
  - There is damage from use outside of the operation or storage parameters or environment detailed in the User's Manual;

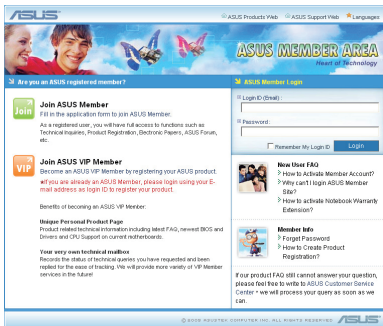
- There is damage from use of parts not manufactured or sold by ASUS;
  - There is damage to or loss of any program, data or removable storage media, or if there is costs involved in recovering any program or data;
  - There is damage from third party software or from virus(es); or
  - There is software loss or data loss that may occur during repair or replacement.
6. The Eee PC battery is considered as a consumable part and not covered by this Local Warranty Extension Package.
  7. Other free accessories and bundles (including but not limited to carry cases, mouse, and other free gifts) are not covered by this Local Warranty Extension Package.
  8. Your Local Warranty Extension Package can only be purchased in the original country where you have bought your Eee PC.

# Warranty Extension Procedure

Please ensure to register and activate your Local Warranty Extension Package within 7 days of your LWEP purchase date by doing the following:

## Step 1: Become an ASUS Member

Please go to <http://vip.asus.com> and sign up to become an ASUS member. If you are already an ASUS member, please go to step 2.



The screenshot shows the ASUS Member Area website. At the top, there is a navigation bar with the ASUS logo, links for "ASUS Products Web", "ASUS Support Web", and "Language". Below the navigation bar is a banner image featuring a smiling couple and two colorful butterflies, with the text "ASUS MEMBER AREA" and "Heart of Technology".

The main content area is divided into two columns. The left column has a blue header "Are you an ASUS registered member?". Below this, there are two main sections:

- Join ASUS Member:** Includes a "Join" button and text: "Fill in the application form to join ASUS Member. As a registered user, you will have full access to functions such as Technical Inquiries, Product Registration, Electronic Papers, ASUS Forum, etc."
- Join ASUS VIP Member:** Includes a "VIP" button and text: "Become an ASUS VIP Member by registering your ASUS product. **if you are already an ASUS Member, please login using your E-mail address as login ID to register your product.**"

Below these sections, there are three sub-sections:

- Benefits of becoming an ASUS VIP Member:** "Unique Free social Product Page: Product related technical information including latest FAQ, newest BIOS and Drivers and CPU Support on current motherboards."
- Your very own technical mailbox:** "Records the status of technical queries you have requested and been replied for the sake of tracking. We will provide more variety of VIP Member services in the future."
- How Use FAQ:** Includes links for "How to Activate Member Account?", "Why can't I login ASUS Member Site?", and "How to activate Notebook Warranty Extension?".

The right column has a blue header "ASUS Member Login". It contains a login form with fields for "Login ID (Email)", "Password", and a "Remember My Login ID" checkbox, followed by a "Login" button. Below the login form are two sub-sections:

- Member Info:** Includes links for "Forgot Password" and "How to Create Product Registration?".
- A note: "If our product FAQ still cannot answer your question, please feel free to write to ASUS Customer Service Center - we will process your query as soon as we can."

At the bottom of the page, there is a footer with the text "© 2008 ASUSTEK COMPUTER INC. ALL RIGHTS RESERVED" and the ASUS logo.

## Step 2: Register your product

Login to ASUS Member Site at <http://member.asus.com> and click **Product Registration** option from the left side menu. Please fill in the form with the relevant details of your Eee PC. If you have already registered your product, please go to Step 3.

The screenshot shows the ASUS Member Site interface. At the top, there is a navigation bar with links for Products, Support, Download, Forum, Award, and Language. Below this is a banner for the 'MEMBER' program with the tagline 'Rock Solid - Heart Teaching' and a message: 'Hi Mr. Gabriel, Last time you visited'. The main content area is titled 'ASUS Product Registration' and contains a form with the following fields:

- Product Type**: A dropdown menu.
- Product Name**: A text input field with a small 'Help' icon.
- Serial number**: A text input field with a small 'Help' icon.
- Purchase day**: A date selector showing '2007' for Year, 'Month' for Month, and 'Day' for Day.
- Product Ownership**: Radio buttons for 'Personal' and 'Organization'.
- Reseller Name**: A text input field.
- Reseller Address**: A text input field.
- Reseller Phone Number**: A text input field.

At the bottom of the form are 'Clear All' and 'Submit' buttons. A 'Logout' link is located below the form. On the left side of the page, there is a vertical menu with options: Personal Info, Change Password, Product Registration (highlighted with a red circle), Warranty Info, Subscribe e-Paper, Home, and Logout. A small advertisement for 'ASUS Super Memopad' is visible in the top left corner.

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### ***Step 3: Activate Local Warranty Extension Service***

Click the **Local Warranty Extension Package Service** link on the left side menu and follow the instructions.

1. Please select the registered product for which you have bought the Local Warranty Extension Package (click **Select** from the product table list).
2. Please scratch off the **CONTRACT CODE** and the **PASSWORD** obtained from the back of your purchased Local Warranty Extension Package VIP Card and insert both codes into the **Online Form**. Click **Submit** to finish the process.



## ***Step 4: Relax and Enjoy Your ASUS Eee PC***

Congratulations! The ASUS Eee PC you have purchased is now protected by ASUS finest service. Please remember to affix the Warranty Extension Label on the back of your Eee PC, next to the serial number label as shown below.



**Warranty Extension Label**



**Serial Number Label sample**



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DO NOT place the warranty extension label near vents or over screws.

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