UCKEL LIMITED WARRANTY

This Ockel Limited Warranty consists of the following parts:

PART 1 – GENERAL TERMS

This Ockel Limited Warranty applies only to Ockel hardware products you purchased for your own use and not for resale. The Ockel Limited Warranty is available in other languages at www.ockelproducts.com

CUSTOMER RESPONSIBILITIES FOR WARRANTY SERVICE

Before warranty service is provided, you must take the following steps:

Following the service request procedures specified by the Service Provider;

Backup or secure all programs and data contained in the product;

Provide the Service Provider with all system keys or passwords;

Provide the Service Provider with sufficient, free, and safe access to your facilities to perform service;

Remove all data, including confidential information, proprietary information and personal information, from the product. If you are unable to remove any such information, modify the information to prevent its access by another party or so that it is not considered personal information by applicable law. The Service Provider shall provide a warranty for the loss or disclosure of any data, including confidential information, proprietary information, or personal information, on a product returned or accessed for warranty service;

Remove all features, parts, options, alterations, and attachments not covered by the warranty;

Ensure that the product or part is free of any legal restrictions that prevent its replacement. If you are not the owner of a product or part, obtain authorization from the owner for the Service Provider to provide warranty service;

WHAT YOUR SERVICE PROVIDER WILL DO TO CORRECT PROBLEMS

When you contact a Service Provider, you must follow the specified problem determination and resolution procedures. The Service Provider will attempt to diagnose and solve your problem remotely, by telephone; or remote assistance.

The Service Provider may direct you to download and install designated software updates.

If the Service Provider determines that it is unable to repair or replace your product, your sole remedy under this Limited Warranty is to return to the place of purchase or to Ockel for a refund of your purchase price.

REPLACEMENT PRODUCTS AND PARTS

When warranty service involves the replacement of a product or part, the replaced product or part shall be warranted for the balance of the period remaining on the original warranty period. Replacement products or parts provided by Ockel may not be new, but it will be in good working order and at least functionally equivalent to the original product or part. The replacement product or part shall be warranted for the balance of the period remaining on the original product or part.

If the Service Provider determines that it is unable to repair your product, the Service Provider will replace it with one that is at least functionally equivalent. If the Service Provider determines that it is unable to either repair or replace your product, your sole remedy under this Limited Warranty is to return to the place of purchase or to Ockel for a refund of your purchase price.

WHAT THIS WARRANTY DOES NOT COVER

This warranty does not cover the following:

Unauthorized service or service on a product;

Loss of, or damage to, by your data by any product software or hardware, whether provided with the product or installed subsequently;

Failure or damage resulting from misuse, abuse, accident, modification, unsuitable physical or operating environment, natural disasters, power surges, improper maintenance, product interaction with product information materials;

Failure or damage resulting from using third party power connectors or cables;

Damage caused by a non-authorized service provider;

Improper setup or use by third party service providers, including those that Ockel may provide or integrate into the Ockel product at your request;

A technical or software problem arising with "how-to" questions and those regarding product set-up and installation;

Products or parts with an altered identification label or from the identification label on the product.

LIMITATION OF LIABILITY

Ockel is responsible for loss or damage to your product only while it is in the Service Provider’s possession or in transit, if the Service Provider is responsible for the transportation. Neither Ockel nor the Service Provider is responsible for loss or disclosure of any data, including confidential information, proprietary information, or personal information, contained in a product.

UNDER NO CIRCUMSTANCES, AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY, OCKEL’S AFFILIATES, OCKEL’S SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS BE LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY AND REGARDLESS OF WHETHER THE CLAIM IS BASED IN CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY OF LIABILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES; 2) LOSS, DAMAGE OR DISCLOSURE OF YOUR DATA; 3) SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS IN ANY CASE SHALL THE TOTAL AMOUNT PAID TO OCKEL, ITS AFFILIATES, SUPPLIERS, RESSELLERS OR SERVICE PROVIDERS FOR DAMAGES FROM ANY CAUSE EXCEED THE AMOUNT OF ACTUAL DIRECT DAMAGES, NOT TO EXCEED THE AMOUNT PAID FOR THE PRODUCT. THESE LIMITATIONS APPLY IN CONTRACT, NEGLIGENCE, STRICT LIABILITY INFRINGEMENT, DELINCE, DAMAGE TO REAL PROPERTY OR DAMAGE TO TANGIBLE PERSONAL PROPERTY FOR WHICH OCKEL IS LIABLE UNDER LAW, AS SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

YOUR OTHER RIGHTS

UK law gives you specific legal rights. You may have other rights according to the applicable laws of your state or jurisdiction. You may wish to seek advice from a legal professional. UNDER A WRITTEN AGREEMENT WITH OCKEL, NOTHING IN THIS WARRANTY AFFECTS STATUTORY RIGHTS, INCLUDING RIGHTS OF CONSUMERS UNDER LAWS OR LEGISLATIONS GOVERNING THE SALE OF CONSUMER GOODS THAT CANNOT BE WAIVED OR LIMITED BY CONTRACT. Ockel is a registered brand of Avanca International BV. www.ockelproducts.com

BY USING YOUR OCKEL PRODUCT YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THE OCKEL x (2) YEAR LIMITED WARRANTY (“WARRANTY”) AS SET OUT BELOW. DO NOT USE YOUR PRODUCT UNTIL YOU HAVE READ THE TERMS OF THE WARRANTY. IF YOU DO NOT AGREE TO THE TERMS OF THE WARRANTY, DO NOT USE THE PRODUCT AND RETURN IT WITHIN THE RETURN PERIOD STATED IN OCKEL’S RETURN POLICY.

WHAT THIS WARRANTY COVERS

Ockel warrants that each Ockel hardware product that you purchase is free from defects in materials and workmanship under normal use during the warranty period. Ockel warrants that each Ockel hardware product that you purchase is free from defects in materials and workmanship under normal use during the warranty period.

Ockel warranty service or to notify you about any product recalls or safety issues. In accomplishing these purposes, you authorize Ockel to transfer your information to any country where we do business and to provide it to entities acting on our behalf. We may also disclose it where required by law. Ockel’s privacy policy is available at www.ockel.com/support.

HOW TO OBTAIN WARRANTY SERVICE

If the product does not function as warranted during the warranty period, you may obtain warranty service by contacting Ockel or an Ockel approved Service Provider. A list of approved Service Providers and their telephone numbers is available at www.ockel.com/support. Warranty service may not be available in all locations and may differ from location to location. Charges may apply outside Ockel’s normal service area.

PART 2 – COUNTRY-SPECIFIC TERMS

The terms of Part 2 replace or modify terms of Part 1 as specified for a particular country.

PART 3 – WARRANTY SERVICE INFORMATION

The terms of Part 3 apply to Ockel hardware products you purchased for your own use and not for resale.

www.ockel.com/support

Ockel is a registered brand of Avanca International BV. www.ockelproducts.com

This Ockel Limited Warranty is your exclusive warranty and replaces all other warranties or conditions, express or implied, including, but not limited to, any implied warranties or conditions of merchantability or fitness for a particular purpose. Unless required by applicable law, no one is authorized to give any warranty or condition, express or implied, on behalf of Ockel.

Ockel is responsible for loss or damage to your product only while it is in the Service Provider’s possession or in transit, if the Service Provider is responsible for the transportation. Neither Ockel nor the Service Provider is responsible for loss or disclosure of any data, including confidential information, proprietary information, or personal information, contained in a product.

This warranty is your exclusive warranty and replaces all other warranties or conditions, express or implied, including, but not limited to, any implied warranties or conditions of merchantability or fitness for a particular purpose. Unless required by applicable law, no one is authorized to give any warranty or condition, express or implied, on behalf of Ockel.

This warranty is your exclusive warranty and replaces all other warranties or conditions, express or implied, including, but not limited to, any implied warranties or conditions of merchantability or fitness for a particular purpose. Unless required by applicable law, no one is authorized to give any warranty or condition, express or implied, on behalf of Ockel.

This warranty is your exclusive warranty and replaces all other warranties or conditions, express or implied, including, but not limited to, any implied warranties or conditions of merchantability or fitness for a particular purpose. Unless required by applicable law, no one is authorized to give any warranty or condition, express or implied, on behalf of Ockel.

This warranty is your exclusive warranty and replaces all other warranties or conditions, express or implied, including, but not limited to, any implied warranties or conditions of merchantability or fitness for a particular purpose. Unless required by applicable law, no one is authorized to give any warranty or condition, express or implied, on behalf of Ockel.

This warranty is your exclusive warranty and replaces all other warranties or conditions, express or implied, including, but not limited to, any implied warranties or conditions of merchantability or fitness for a particular purpose. Unless required by applicable law, no one is authorized to give any warranty or condition, express or implied, on behalf of Ockel.

This warranty is your exclusive warranty and replaces all other warranties or conditions, express or implied, including, but not limited to, any implied warranties or conditions of merchantability or fitness for a particular purpose. Unless required by applicable law, no one is authorized to give any warranty or condition, express or implied, on behalf of Ockel.
### PART 2 – COUNTRY-SPECIFIC TERMS

**EUROPEAN ECONOMIC AREA (EEA)**  
The following is added to Part 1: Customers in the EEA may contact Ockel at the following address: OCKEL SERVICE STATION – AVANCA INTERNATIONAL B.V., Wegastraat 33-35, 2526AN, The Hague – Netherlands. Service under this warranty for Ockel hardware products purchased in EEA countries may be obtained in any EEA country in which the product has been announced and made available by Ockel. Note: Address information is subject to change without notice.

### PRODUCT SERVICE LIFE

The product service life is two (2) years from the original date of purchase.

### PART 3 – WARRANTY SERVICE INFORMATION

If required, the Service Provider will provide repair or exchange service depending on the type of warranty service specified for your product and the available service. Scheduling of service will depend upon the time of your call, parts availability, and other factors.

**TYPES OF WARRANTY SERVICE**  
An Ockel or Authorized Service Provider representative may decide which type of warranty suits your situation. Ockel has a total of three (3) types of warranty, as described below.

#### 1. MAIL-IN SERVICE

Under Mail-In Service, your product will be repaired or exchanged at a designated service center after you deliver it at your risk and expense. After the product has been repaired or exchanged, it will be returned to you at Ockel’s risk and expense, unless the Service Provider specifies otherwise.

#### 2. CUSTOMER TWO-WAY MAIL-IN SERVICE

Under Customer Two-Way Mail-In Service, your product will be repaired or exchanged after you deliver it to a designated service center at your risk and expense. After the product has been repaired or exchanged, it will be made available to you for return shipment at your risk and expense. If you fail to arrange return shipment within thirty (30) days, the Service Provider may dispose of it as it sees fit, with no liability to you.

#### 3. PRODUCT EXCHANGE SERVICE

Under Product Exchange Service, Ockel will ship a replacement product to your location. You are responsible for its installation and verification of its operation. The replacement product becomes your property in exchange for the failed product, which becomes the property of Ockel. You must pack the failed product in the shipping carton in which you received the replacement product and return it to Ockel. Transportation charges, both ways, shall be at Ockel’s expense. If you fail to use the carton in which the replacement product was received, you may be responsible for any damage to the failed product occurring during shipment. You may be charged for the replacement product if Ockel does not receive the failed product within thirty (30) days of your receipt of the replacement product.

**OCKEL SUPPORT TELEPHONE LIST:**

The most up-to-date telephone list for the Customer Support Center is always available at www.ockelproducts.com/support. Telephone numbers are subject to change without notice.

<table>
<thead>
<tr>
<th>Country or region</th>
<th>Telephone number</th>
<th>Operating hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Europe</td>
<td>+31 (0) 174 700 200</td>
<td>GMT +1 (9 AM – 6 PM)</td>
</tr>
<tr>
<td>Rest of the world</td>
<td>+31 (0) 174 700 200</td>
<td>GMT +1 (9 AM – 6 PM)</td>
</tr>
</tbody>
</table>

#### READ BEFORE USING YOUR COMPUTER

The following sections provide critical safety and regulatory information for Ockel computers and instructions on how to access electronic versions of the publications developed for your computer.

1. **READ FIRST—REGULATORY INFORMATION**

Computer models equipped with wireless communications comply with the radio frequency and safety standards of any country or region in which it has been approved for wireless use. In addition, if your product contains a telecom modem it complies with the requirements for connection to the telephone network in your country. Be sure to read the regulatory notice for your country or region before using the wireless devices contained in your computer.

2. **SERVICE AND SUPPORT INFORMATION**

The following information describes the technical support that is available for your product, during the warranty period or throughout the life of your product.

3. **TELEPHONE TECHNICAL SUPPORT**

You can get help and information from the customer support center by telephone. Before contacting an Ockel or Avanca International technical support representative, please have the following information available: Model and serial number, the exact wording of any error message, and a description of the problem. Your technical support representative might want to walk you through the problem while you are at your computer during the call.

#### USING HEADPHONES OR EARPHONES

If your computer has both a headphone connector and an audio-out connector, always use the headphone connector for headphones (also called a headset) or earphones. Excessive sound pressure from earphones and headphones can cause hearing loss. Adjustment of the equalizer to maximum increases the earphones and headphones output voltage and therefore the sound pressure level. Excessive use of headphones or earphones for a long period of time at a high volume can be dangerous if the output of the headphones or earphones connectors does not comply with specifications of EN 50332-2. The headphone output connector of your computer complies EN 50332-2 sub clause 7. This specification limits the computer’s maximum wide band true RMS output voltage to 150 mV. To help protect against hearing loss, ensure that the headphones or earphones you use also comply with EN 50332-2 (clause 7 limits) for a wide band characteristic voltage of 75mV. Using headphones that do not comply with EN 50332-2 can be dangerous due to excessive sound pressure levels.

If your Ockel computer came with headphones or earphones in the package, as a set, the combination of the headphones or earphones and the computer already complies with the requirements of EN 50332-2. For different headphones or earphones, ensure that they comply with EN 50332-1. Using headphones that do not comply with EN 50332-1 can be dangerous due to excessive sound pressure levels.

**POLYvinyl CHLORide (PVC) CABLE AND CORD NOTICE**

Handling the cord on this product or cords associated with accessories sold with this product will expose you to a chemical known to cause cancer, and birth defects or other reproductive harm. Wash your hands after handling.