

OCKEL LIMITED WARRANTY

This Ockel Limited Warranty consists of the following parts:

PART 1 – GENERAL TERMS

PART 2 – COUNTRY-SPECIFIC TERMS

PART 3 – WARRANTY SERVICE INFORMATION

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

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

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. The warranty period for the product starts on the original date of purchase as shown on your sales receipt or invoice or as may be otherwise specified by Ockel. The warranty period and type of warranty service that apply to your product are as specified in "Part 3 - Warranty Service Information" below. This warranty only applies to products in the country or region of purchase.

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. AS SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES APPLY ONLY TO THE EXTENT AND FOR SUCH DURATION AS REQUIRED BY LAW AND ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. AS SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE DURATION OF AN IMPLIED WARRANTY, THE ABOVE LIMITATION ON DURATION MAY NOT APPLY TO YOU.

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 a Service Provider's normal service area.

CUSTOMER RESPONSIBILITIES FOR WARRANTY SERVICE

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

- Follow 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 personal data under applicable law. The Service Provider shall not be responsible 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 resolve your problem by telephone, e-mail 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 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 the product to your 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 becomes Ockel's property and the replacement product or part becomes your property. Only unaltered Ockel products and parts are eligible for replacement. The replacement product or part 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.

USE OF PERSONAL CONTACT INFORMATION

If you obtain service under this warranty, you authorize Ockel to store, use and process information about your warranty service and your contact information, including name, phone numbers, address, and e-mail address. Ockel may use this information to perform service under this warranty. We may contact you to inquire about your satisfaction with our 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.

WHAT THIS WARRANTY DOES NOT COVER

This warranty does not cover the following:

- Uninterrupted or error-free operation of a product;
- Loss of, or damage to, your data by a product any software programs, 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, or use not in accordance with product information materials;
- Failure or damage resulting from using third party power connectors or cables;
- Damage caused by a non-authorized service provider;
- Failure of, or damage caused by, any third party products, including those that Ockel may provide or integrate into the Ockel product at your request;
- Any technical or other support, such as assistance with "how-to" questions and those regarding product set-up and installation;
- Products or parts with an altered identification label or from which the identification label has been removed.

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 SET FORTH HEREIN, SHALL OCKEL, ITS AFFILIATES, 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 NO CASE SHALL THE TOTAL LIABILITY OF OCKEL, ITS AFFILIATES, SUPPLIERS, RESELLERS OR SERVICE PROVIDERS FOR DAMAGES FROM ANY CAUSE EXCEED THE AMOUNT OF ACTUAL DIRECT DAMAGES, NOT TO EXCEED THE AMOUNT PAID FOR THE PRODUCT. THE FOREGOING LIMITATIONS DO NOT APPLY TO DAMAGES FOR BODILY INJURY (INCLUDING DEATH), 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

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS ACCORDING TO THE APPLICABLE LAWS OF YOUR STATE OR JURISDICTION. YOU MAY ALSO HAVE OTHER RIGHTS UNDER A WRITTEN AGREEMENT WITH OCKEL. NOTHING IN THIS WARRANTY AFFECTS STATUTORY RIGHTS, INCLUDING RIGHTS OF CONSUMERS UNDER LAWS OR REGULATIONS GOVERNING THE SALE OF CONSUMER GOODS THAT CANNOT BE WAIVED OR LIMITED BY CONTRACT.

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., Wegstraat 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 shipping at your risk and expense. If you fail to arrange return shipment within thirty (30) days, the Service Provider may dispose of the product 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.

Country or region	Telephone number	Operating hours
Europe	+ 31 (0) 174 700 200	GMT +1 (9 AM – 6 PM)
Rest of the world	+ 31 (0) 174 700 200	GMT +1 (9 AM – 6 PM)

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.

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 lead a chemical known to cause cancer, and birth defects or other reproductive harm. Wash your hands after handling.

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 earphone 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, combination of the headphones or earphones and the computer already complies with the specifications of EN 50332-1 if different headphones or earphones are used, 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.