



PORTABLE NOTEBOOK 100/100S LIMITED WARRANTY STATEMENT FOR THE UNITED STATES

This Limited Warranty defines the restrictions and warranty period that apply to the Compaq Portable Computer you have purchased. The warranty provides free pick-up service and free parts as set forth below. The warranty period for the Portable Computer is one year from date of product purchase. The warranty period for the rechargeable battery pack that comes with the Portable Computer is one year from date of purchase.

This Limited Warranty applies in the United States to Portable Computers manufactured or distributed by Compaq Computer Corporation (Compaq) under the Compaq brand name. Contact Compaq Computer Corporation if you have questions about this Limited Warranty.

Compaq's obligations with respect to Software distributed by Compaq under the Compaq brand name are set forth in the applicable end user license or program license agreement. Compaq has no other obligation to repair or replace Software under this Limited Warranty. Non-Compaq hardware and software products are provided on an "AS IS" basis. However, non-Compaq manufacturers, suppliers, or publishers may provide their own warranties.

Terms of the Warranty

Compaq warrants that the Portable Computer you have purchased from Compaq or from a Compaq authorized reseller is free from defects in materials or workmanship under normal use during the warranty period. The warranty period commences on the date of purchase. Your sales receipt, showing the date of purchase of the Portable Computer, is your proof of the date of purchase.

This warranty is transferable to anyone who subsequently purchases the Portable Computer from you. This Limited Warranty does not include expendable parts.

In the United States, Compaq will:

- a) arrange for free pick up of the defective Portable Computer (Compaq pays for all shipping and handling), and
- b) repair or replace the defective part(s) with a new part(s), or at Compaq's option a used part(s) that meets or exceeds the performance specifications for new parts, and
- c) ship the repaired Portable Computer to you. (Compaq pays for all shipping and handling.)
- d) In some cases, Compaq will ship a new user-replaceable part(s) direct to you, or at Compaq's option a used part(s) that meets or exceeds the performance specifications for new parts.
- e) All exchanged parts and Portable Computers replaced under this warranty will become the property of Compaq.
- f) In the unlikely event that your Portable Computer has a recurring failure, Compaq at its discretion, may elect to replace the Portable Computer with a comparable replacement.
- g) This Limited Warranty is valid only within the United States, and only within the country in which the Hardware Product was purchased.

This Limited Warranty extends only to Portable Computers initially purchased from Compaq or from a Compaq authorized reseller. This Limited Warranty also does not extend to any Portable Computer that has been damaged or rendered defective (a) as a result of accident, misuse, or abuse; (b) as a result of an act of God; (c) by operation outside the usage parameters stated in the Portable Computer's user documentation; (d) by the use of parts not manufactured or sold by Compaq; (e) by modification of the Portable Computer; or (f) as a result of service by anyone other than Compaq or a Compaq Authorized Service Provider. Compaq is not responsible for damage to or loss of

any programs, data, or removable storage media. Contact Compaq Services for geographic restrictions, response time commitments, and other specific service requirements or available services.

EXCEPT AS EXPRESSLY SET FORTH IN THIS WARRANTY, COMPAQ MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. COMPAQ EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED TO THE TERMS OF THIS EXPRESSED LIMITED WARRANTY.

Limitations of Remedy

Compaq is not liable for any damages caused by the Portable Computer or the failure of the Portable Computer to perform, including any lost profits, lost savings, incidental damages, or consequential damages. Compaq is not liable for any claim made by a third party or made by you for a third party.

This limitation applies whether damages are sought, or a claim made, under this warranty or as a tort claim (including negligence and strict product liability), a contract claim, or any other claim. This limitation cannot be waived or amended by any person. This limitation of liability will be effective even if Compaq or an Authorized representative of Compaq has been advised by you of the possibility of any such damages. This limitation of liability, however, will not apply to claims for personal injury.

U.S.A. State Laws

Some states do not allow limitation on how long an implied warranty lasts. In such states, the limitations or exclusion of this Limited Warranty may not apply to you.

Some states do not allow the exclusion or limitation in incidental or consequential damages for consumer products. In such states, the exclusion or limitation of this Limited Warranty may not apply to you. This Limited Warranty gives you specific legal rights. You may also

have other rights that may vary from state to state. You are advised to consult applicable state laws for a full determination of your rights.

What does the warranty for my Compaq portable computer include?

To get the most benefit from your warranty and for all warranty related questions, contact the Compaq Technical Phone Support Center at **1-800-OK-COMPAQ**.

Compaq warrants that the portable computer you have purchased from Compaq or from a Compaq authorized reseller is free from defects in materials or workmanship under normal use during the warranty period. Your Compaq portable computer is covered by a Compaq 1-Year Limited Warranty, which begins on the date of purchase. Compaq recommends that you retain your dated sales receipt as a record of the date of purchase. For one year your Compaq Limited Warranty will include:

- repair or replacement of defective parts, including hard drives identified by warranted prefailure conditions with new or serviceable used parts that are equivalent or superior to new parts in performance
- free pick-up service

This Compaq Limited Warranty also includes a one-year warranty on the rechargeable battery pack that comes with the computer.

NOTE: Terms and conditions of warranties for Compaq portable hardware options are included with those options.

How do I extend my warranty coverage?

- Call the Compaq Product Information Center at **1-800-345-1518**, select the PaqFax option, and request document #1225.

How do I obtain free technical support?

Call the Compaq Technical Phone Support Center at **1-800-OK-COMPAQ**.

A team of specialists can help diagnose your problem or answer questions about the installation, setup, and operation of your portable computer at no charge. If your portable computer needs a hardware repair that is

covered under warranty, Compaq will arrange to have it picked up. Be sure to have the following information available before you call Compaq:

- technical support registration number
- computer serial number
- computer model name and number
- applicable error messages
- add-on options
- third-party hardware or software
- operating system type and revision level
- detailed, specific questions

Compaq also provides free technical support through several online services:

- Internet; at **www.compaq.com**
- Internet; through the Compaq Support Forum at **www.compaq.com/support/contact_compaq**
- America Online; use keyword **COMPAQ**
- CompuServe; enter **GO COMPAQ**
- Prodigy; **JUMP COMPAQ**

America Online and Prodigy services are available only in the U.S.

How can I get updates and current information for my portable computer?

Compaq Info Messenger provides Internet and email access to the latest software updates and service documentation to those users who have access to the Internet. Once you register with this free service at **www.compaq.com** and build your computer profile(s), Info Messenger will search the Compaq web site and collect information specific to your computing environment. Info Messenger will then send an email alerting you when new and/or updated information is available on a Compaq customized web page.

How do I obtain warranty service?

Pick-up Warranty Service — Customers can obtain warranty service directly from Compaq by calling the Compaq Technical Phone Support Center at **1-800-OK-COMPAQ** for support. A technical support specialist will help diagnose the problem or guide you to the next step in the warranty process.

In the United States, Compaq will pick-up, repair, and return your Compaq Portable Computer for no additional fees during its warranty period.** Compaq provides all packaging materials to ensure safe delivery and pays for shipping fees both ways.

NOTE: If you choose your own courier, you assume the risk of loss or damage during shipping.

** Available Monday-Friday.

Service in a Country other than the United States

Contact the local Compaq office if you have any questions about the Limited Warranty for this Compaq Portable Computer. You can also refer to the *Getting Started & Troubleshooting* guide for the worldwide telephone numbers to locate the office nearest you.

NOTE: Service varies from country to country; warranty terms of the servicing country apply. Remember that Compaq is not responsible for any handling fees, import duties, or tariffs.

Customer Replaceable Parts

The Compaq Replaceable Parts program ships certain replacement parts directly to you to fulfill your warranty—which will save considerable repair time. After you call the Compaq Technical Phone Support Center at **1-800-OK-COMPAQ**, a replaceable part can be sent directly to you. Once the part arrives, call the Compaq Technical Phone Support Center at **1-800-OK-COMPAQ**. A technician will assist you over the phone to ensure that the installation is quick and easy.

What is not covered by this limited warranty?

- Expendable parts, such as non-rechargeable batteries or carrying cases
- Software products except for obligations specified in the software program or end user license agreement
- Routine cleaning, or normal cosmetic and mechanical wear
- Damage from misuse, abuse, or neglect
- Damage as a result of an act of God
- Damage from use outside the parameters stated in the user documentation for your portable computer
- Damage from use of parts not manufactured or sold by Compaq
- Damage from modification or incorporation into other products
- Damage from repair or replacement of warranted parts by someone other than Compaq or a Compaq authorized service provider (other than customer replaceable parts)
- Damage to or loss of any programs, data, or removable storage media

Product Warranty Information

Toll-free technical support in the United States is available for as long as you own your portable computer. Technical support specialists are available to diagnose and troubleshoot problems, 7 days a week, 24 hours a day:

Compaq Technical Phone Support Center
1-800-OK-COMPAQ
1-800-652-6672

Toll-free access in the United States to PaqFax, product specifications, reseller information, and out-of-warranty spare parts are just a phone call away, 7 days a week, 24 hours a day:

Compaq Product Information Center
1-800-345-1518

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