

Dear Customer,

Thank you for your purchase today. This document has been written to offer some advice concerning how to maintain your laptop and battery. It also clarifies the warranty terms. Please read it carefully, as it contains important information. Thankyou. If you have any questions concerning the content of this document, please get in touch immediately.



Your laptop battery

A laptop will work plugged into the mains, without the battery inserted. In fact most people use their laptop plugged in. However, **DO NOT** leave your battery in the machine whilst repetitively using the laptop plugged into the mains, to prevent loss of battery life.

It is best to disconnect the laptop from the mains when the battery is fully charged and run it on battery until almost flat. (The laptop will sound an alarm when the battery reaches critically low power). Plug the laptop into the mains again until fully charged and repeat, or alternatively, remove the battery from the laptop and simply use the laptop on mains power. If you choose to do this, it is best to charge the battery fully before removing it, because a flat battery that has been unused for weeks in a flat state may not charge properly.

Taking care of your laptop

The power connector on a laptop is a delicate part of the machine, prone to damage quite easily. A repair is quite costly, requiring a complete machine strip down and rebuild which takes hours, due to the care that needs to be taken working with many components, connectors, cables and screws in the small space of a laptop.

Take care when plugging or unplugging the power connector. Do not leave the power cable trailing from the laptop where it can be tripped over or wrenched out of the laptop power socket.

It is not recommended to eat or drink in the proximity your laptop.

Prevention, not cure

It is advisable to have the laptop cooling system cleaned out on an annual basis, as the fans, piping and vents do get blocked with the gradual build-up of fine dust particles from the atmosphere and if the laptop is allowed to overheat, the GPU (graphics chip) or CPU (main chip) can overheat, which is costly to fix, or even uneconomical to repair. Signs of overheating: System fans activating very shortly after the machine is switched on and staying on, Windows freezing, laptop hot to the touch, very hot air coming out of the vent/s. To prevent overheating, do not use the laptop on a soft surface, e.g. Duvet or blanket, as this can block the vent/s and prevent the air cooling cycle functioning.

Please also bear in mind that if your system is freezing, it does not necessarily mean that your laptop is overheating, as this problem has a variety of potential causes, of which overheating is only one.

Warranty information

Every new laptop purchase carries a 12 months **hardware** warranty, upheld by the manufacturer. In the event of genuine hardware failure or malfunction, we will be willing to liaise with the manufacturer on your behalf. Alternatively, you may choose to deal with the manufacturer directly if you wish.

Used laptops carry a warranty **with us**, of 30 days, 90 days or 6 months, depending on the age and price of the machine. **Important note:** The warranty **does not** cover for accidental damage, misuse, mishandling or wear and tear. Also, Manufacturer warranties do not necessarily cover the power adaptor or battery for a full 12 months. They are usually covered for a duration of 3-6 months. If this is an important consideration for you, please check with the manufacturer.

Batteries in **used** laptops that we sell **are not guaranteed at all**. They are sold as-seen. If you need a good battery, you will need to purchase a new one. The ac adaptor **is** covered, however, for the same duration as offered with the laptop.

Please note that **software**, i.e. The Windows or other operating system, Office applications (Word, Excel, Powerpoint, etc), other software applications (itunes, acrobat reader, picasa, outlook express, internet explorer, etc), software drivers, virus-related problems, software compatibility issues, software glitches, bugs or corruptions, software installations and software updates are **NOT** covered by the **hardware** warranty.

This is true of all PC stores and manufacturers, from the high street retailers to the smaller, independent stores. The main reason for this is that a machine manufactured this year obviously cannot be guaranteed to work with every piece of software that might be released into the future. Also, a machine may get infected with viruses, spyware, etc and manufacturers cannot offer cover for that eventuality, as there are an estimated 40,000 new virus and spyware threats appearing daily!

The warranty **does**, however, include the **hardware** (the physical components and parts) for defect, **but not for accidental damage or misuse**. Any genuinely faulty hardware will be repaired or replaced under warranty.

However, if there is a software problem, the machine will need to be brought to the shop for the software to be repaired, reconfigured or reloaded. There will be a charge for this.

If the user has accidentally damaged the machine in some way, then they must make an insurance claim, if they have an appropriate policy (recommended). Otherwise the repair will carry a charge.

If a customer has a problem or difficulty using their laptop, due to insufficient knowledge or training, then we recommend using our tuition service. This can be conducted at your home or at our shop. The rates vary according to the distance of your home and the length of lesson required. We also sell the popular 'dummies' books for Windows XP, Windows Vista and Windows 7.

A note about wireless internet connection

The wireless function of a laptop – if yours has one – is normally switched on with a switch on the laptop front, side or top near the keyboard. If there is no switch, then most likely it is activated by pressing and holding the fn (function) key and one of the function keys at the top of the keyboard (F1-F12)

Thank you for reading. We hope that you enjoy your laptop.

The Ashbourne Computers Team – Adrian, Jeremy and John.