

ASUS COMPUTER INTERNATIONAL

**LCD PANEL ZERO BRIGHT DOT
GUARANTEE POLICY**

DATE OF REVISION: May 12, 2005

Subject: Revise current LCD “Dead Pixel” policy in order to meet this year’s need and reduce some confusion or arguments, and also to standardize the process follow by the headquarter.

Target model: ASUS branded notebook (ASUS ensemble) with selected models (W1/W2/V6) only.

Coverage Period: Within first 30 days of notebook purchase based on **End User’s** purchase invoice date.

Content: Customers who purchase selected ASUS Branded Notebooks in North America with “**ZERO BRIGHT DOT FREE**” (**ZBD**) guarantee service coverage are eligible for ZBD free LCD panel exchange claim within first 30 days of purchase, the first 30 days’ period **directly apply to the end-user**. Any claimer needs to provide the invoice to prove it is within first 30 days.

End-User may contact our notebook technical support / RMA Service Rep for returning notebook for LCD panel exchange. This service will not imply a “DOA”, which means no REPLACEMENT/CREDIT can be claimed.

This guarantee service program only covers the **FIRST 30 DAYS OF END USER PURCHASING**. Any claim case past our guarantee period will be treated as a regular RMA, and will not be accepted under the ZBD LCD panel exchange policy. ASUS service will only focus on functional repair (there is no ZBD offered even if LCD is replaced).

There will be a \$50 service charge fee to the user who insists on having the LCD panel exchanged with ZBD over the first 30 days guarantee period.

Regular LCD Panel Warranty:

For claims after the first 30 days that meet any of the following criteria, then we will allow for an LCD panel exchange but not ZBD guarantee:

- a) over 3 bright dots or 6 black dots or 8 mixed bright and black dots in total
- b) 2 adjacent bright dots or 2 adjacent black dots
- c) 3 bright and/or black dots within an area of radius 7.5mm

All models not covered by “ZBD” guarantee service program are automatically qualified to use this “Regular LCD Panel Warranty” and start from the first day of the notebook purchase.

Note: This regular LCD Panel Warranty’s LCD panel replacement is not ZBD guarantee, and is available to follow the industry standard.

NOTE: This policy will be effective from January 2005 with factory serial number starting with “5” on selected ASUS branded models.