



# MSI/Synnex Whitebook Solutions Program – Service and Support



## Technical Support

- For any DOA or RMA issues, please Contact MSI Tech Support [using Online Notebook Technical Support Request Form](http://www.msicomputer.com/msireseller/tech/supportform_nb.asp) ([http://www.msicomputer.com/msireseller/tech/supportform\\_nb.asp](http://www.msicomputer.com/msireseller/tech/supportform_nb.asp))
- MSI Tech Support will diagnose the problem and identify defective part(s)
- MSI will provide support on the Barebones Only – Configurable Options are **NOT** covered



### Operation Hours:

Monday – Thursday 7:30 AM – 5:30 PM (PST)  
Friday 8:30AM – 4:00 PM (PST)

## Limited Warranty – MSI Barebone Notebook PCs Only

- All MSI notebook barebone PCs come with manufacturer's 15 months limited warranty (based on manufacturing date), including both parts and labor. To expedite our service to resellers, MSI recommends resellers to register and join our Star Reseller Program (<http://www.msicomputer.com/msireseller/login.asp>), which allows resellers to access direct RMA service.

### •DOA (Within 30 Days from Synnex Invoice Date)

- If the problem is a **non-MSI component**, MSI technical support staff will advise the **reseller** that the component is defective, and that they need to call Synnex customer service or contact the component manufacturer directly.
- If the problem is the notebook barebone system, MSI technical support staff will assign a **TS Case # for the reseller, notify Synnex customer service, and at the same time provide necessary information for them to proceed with DOA replacement service**

### RMA (Over 30 Days from Synnex Invoice Date) MSI Repair Center Location: City of Industry, CA

- If the problem is a **non-MSI component**, MSI technical support staff will advise the **reseller** that the component is defective and that call Synnex Customer Service or contact the component manufacturer directly
- If the problem is the notebook barebone system, Synnex customer service will inform **the reseller to request an MSI RMA#** ([http://www.msicomputer.com/msireseller/csrmapolicy.asp?download\\_form=1](http://www.msicomputer.com/msireseller/csrmapolicy.asp?download_form=1)).with the assigned MSI TS case # for **sending in** the barebones for warranty repair. MSI repair center will repair the defective part(s) and ship back the barebone system to the **reseller** within 3 working days/72 hrs from receipt of the defective unit(s).





## MSI/Synnex Whitebook Solutions Program – Warranty Information –



### USA Warranty Coverage – MSI Barebone Notebook PCs Only

All MSI barebone notebook PCs are covered under our 15 months standard limited warranty (based on manufacturing date), including both parts and labor.

#### ▪ 15 months Standard Limited Warranty Hardware Coverage

The following items are covered under this warranty:

**MOTHERBOARD, KEYBOARD, TOUCHPAD, POINTING DEVICES, AUDIO DEVICES, OPTICAL DRIVES (DVD-ROM, CD-ROM, CD-RW, FDD), AC/DC POWER CORD.**

Note: Hard drives, processors, and memory are supplied by your dealer and are not covered under this warranty. Primary battery is covered for 1 year.

#### LCD Screen bad pixel policy:

All notebook displays use TFT technology, manufactured according to high industry standards, to guarantee trouble-free personal computing. Nevertheless, your display may have cosmetic imperfections that appear as small bright or dark spots. ***This is common to all LCD displays and cannot be avoided*** by any of our models. These imperfections are caused by one or more defective pixels or sub-pixels. MSI follows the common bad pixel policy from the industry.

Following the industry standard, MSI warrants a defective LCD display as having 5 or more bad pixels\* and will accept delivery of such a system within 15 days from the invoice date of Synnex for a replacement.

**\* 5 abnormal pixels for 14” or smaller LCD display and 7 abnormal pixels for 15” or larger LCD display**

#### Non-Warranty Coverage

The MSI standard limited warranty covers all MSI notebook PCs under normal usage conditions and does not cover any damages as a direct result of user misuse or negligence.

The MSI standard limited warranty is void upon any unauthorized servicing, disassembly or modifications. All authorizations must be expressed and in writing by MSI.