

## ASUS Service Policy

*This chapter provides a general overview of the service policy for the ASUS L7000 Series Notebook and service-related administrative information.*

**A**sus L7000 Series Notebook is designed with the highest quality and the best technology available. Thorough testing and extensive quality control are always enforced to ensure the ultimate product quality and customer satisfaction. However, in the unlikely event that the notebook fails in operations and/or components, where service and support are deemed necessary to rectify the situation, please carefully read through the following chapter for all information you need to obtain service and support. In addition, ASUS will continue to improve upon the service channel and all service-related materials in order to uphold our commitment to the ultimate service quality.

As a valued customer, you are entitled to excellent and expeditious service provided by ASUSTeK Computer Inc. This service manual is designed to better enhance your service experience with the notebook and to provide clear, concise and detailed information in regards to the service aspects of our product.

This chapter includes the following items:

- ASUS Service Policy Overview
- Authorized Service Repair Centers
- Worldwide Service Channels
- Map of Service Locations
- Source of Support

## ASUS Service Policy Overview

All ASUS notebook products, including the notebook itself, component and accessories, will be covered by the standard one-year manufacturer's warranty. For all ASUS customers, including distributors, resellers and system integrators, ASUS offers replacement and repair, free of charge, given that the product is still within the one-year warranty period provided by ASUS. The repaired product will be returned within two weeks upon the receipt and damages caused by improper use will void the warranty.

To receive a prompt response, we highly recommend you to contact the ASUS technical support (TSD) and authorized service repair centers first. The highly trained technical support engineers at any repair centers and branch offices will usually answer your questions within a day.

For regular end-users that have purchased ASUS products, ASUS will provide service and repair via distributors, resellers and system integrators only. Since we do not sell our products to end-users directly, regular end-users must obtain service and repair from their original vendor(s). We appreciate every single customer and would like to provide best service for each person. However, it is very inefficient and difficult for us to directly provide support to every single end-user due to locale and resource constraints. To remedy and better enhance the service experience, we have furnished design reviews, compatibility tests and reliability tests to make sure our products have the best quality and compatibility.

ASUS provides proficient support and service solutions to owners of the notebook. You may find support and service for your notebook from any one of the authorized ASUS service channels. You may also directly contact ASUS offices around the world to obtain fast and responsive technical support or service. We offer a "One Day Replacement And Three Day Return" policy at ASUS authorized service channels on all ASUS mobile products, as long as the products are still covered under the one-year warranty.

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SERVICE  
CENTERS

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## Authorized Service Repair Centers

The following is a list of all ASUS authorized service repair centers.

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TAIWAN HQ

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ASUSTeK Computer Inc.

Address: 150, Li-Te Rd., Peitou, Taipei, Taiwan, R.O.C.

Tel: +886-2-2894-3447

Fax: +886-2-2894-3449

Marketing Information: [info@asus.com.tw](mailto:info@asus.com.tw)

Technical Support:

E-mail: Please post your question on the corresponding ASUS news server at:

<http://www.asus.com.tw/Company/support-news.html>

WWW: <http://www.asus.com.tw>

FTP: <ftp://ftp.asus.com.tw>

Fax: +886-2-28959254

BBS: +886-2-28964667

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USA

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ASUS Computer International

Address: 6737 Mowry Ave., Mowry Business Center Bldg. 2, Newark, CA 94560

Tel: +1-510-739-3777

Fax: +1-510-680-4555

Marketing Information:

E-mail: [salesusa@asus.com](mailto:salesusa@asus.com)

Technical Support:

E-mail: [tsd-usa@asus.com](mailto:tsd-usa@asus.com)

WWW: <http://www.asus.com>

BBS: +1-408-4740555

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EUROPE

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ASUS Computer GmbH

Address: Harkort Str. 25, 40880 Ratingen, BRD., Germany

Tel: +49-2102-445011

Fax: +49-2102-442066

Marketing Information:

E-mail: [info-ger@asustek.asus.com.tw](mailto:info-ger@asustek.asus.com.tw)

Technical Support:

E-mail: [tsd-ger@asus.com.tw](mailto:tsd-ger@asus.com.tw)

WWW: <http://www.asuscom.de>

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CHINA

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ASUSTeK China

Address: Unit B, 13<sup>th</sup> Floor, Building F, Fu-Hua Mansion, Chaoyangmen North Avenue, No. 8 Dong Cheng District, Beijing, China, P.R.C.

Tel: +86-10-65542784~90

Fax: +86-10-65542793

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WORLDWIDE  
CHANNELS

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## Worldwide Service Channels

ASUS provides service channels worldwide for travelling customers. You will be able to gain access to the same professional service that you can find at any of our branch offices no matter where you are located. The service channel will provide services such as post-sales hardware diagnostic, off-site hardware repair, integrated call center solution, etc. With the availability of the worldwide service channels, any problems that you may experienced can be handled by them on the frontline, and, if not properly settled, can be passed on to the regular service route promptly. The program is established to provide fast, convenience and reliable service and support solution to customers worldwide.

The following list shows the companies that participate in this program. The number is continuously increasing. Please contact ASUSTeK Computer Inc. or any of the following companies for more information on the worldwide service channel program.

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JAPAN

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MCC Sequel

Address: 2-3 Nakaikeyama, Katahira - Machi, Koriyama-shi, Fukushima, Japan 963-02

Tel: +81-249-591711

Fax: +81-249-591700

Unity Corporation

Address: 2F Senko-Bldg. 2-7-4 liifune Chuo-Ku, Tokyo, 104-0042 Japan

Tel: +81-03-32977401

*(List to be updated in the future)*

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SERVICE MAP

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## Map of Service Locations

The illustration below points out the locations of ASUS notebook RMA repair center and service channels. Please refer to any one of them for your service needs.

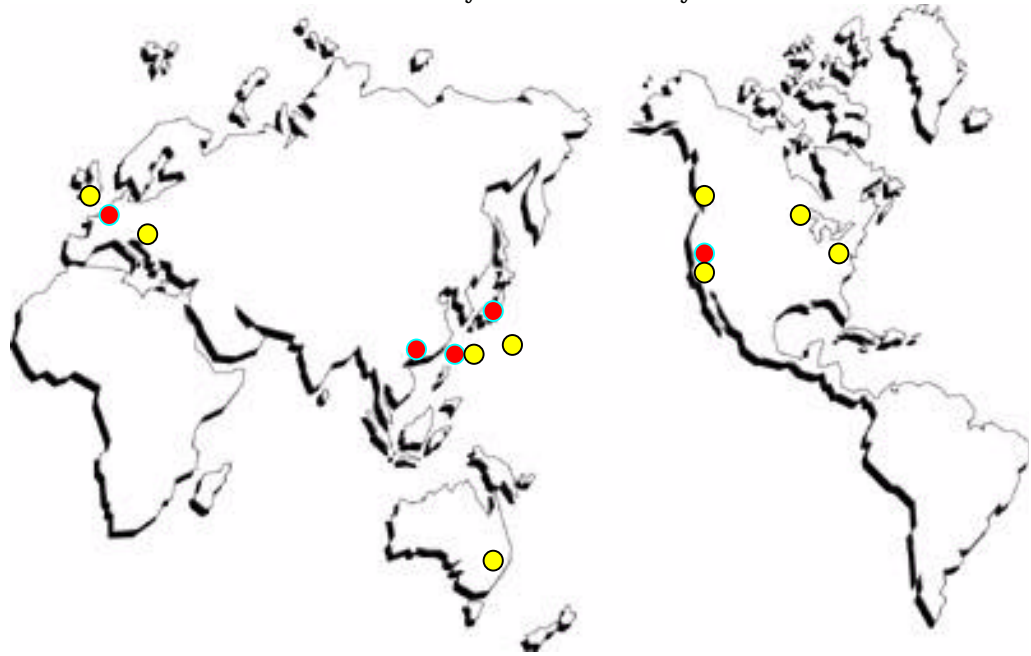


Figure 1-1 ASUS repair centers and service partner locations around the world.

- ASUS Service Repair Center
- ASUS Service Channel

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 SUPPORT
 

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## Source of Support

There are many ways to obtain information and technical support for your notebook. If you have any questions about the notebook, you may be able to find an answer from any of the following sources.

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 MANUALS
 

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The ASUS L7000 Series Notebook User's Manual and Software Installation Guide provide complete instructions on how to use, install and operate your notebook. For any technical issues, please check the two manuals first.

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 WWW
 

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The World Wide Web provides complete information for the notebook. You may obtain the latest product information and download the latest drivers and BIOS revision. You may also read through the frequently asked questions (Q&A) to see if someone else has had the same issue that you have experienced. Of course, you can also post your questions and/or concerns via newsgroup to our technical support team for a quick response via the Internet.

ASUS Taiwan web site address is <http://www.asus.com.tw>

ASUS USA web site address is <http://www.asus.com>

ASUS Germany web site address is <http://www.asuscom.de>

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 BBS
 

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The ASUS BBS provides complete information for your service needs. You may retrieve the latest product information and download the latest drivers and BIOS via the use of a telephone line and a modem.

ASUS Taiwan BBS: +886-2-28959254

ASUS USA BBS: +1-408-4740569

ASUS Germany BBS: +49-2102-445011

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 TELEPHONE
 

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Telephone Support can be furnished by our technical support department at our headquarter in Taiwan or any one of our branch offices, should you feel the need to directly speak to an ASUS technical support engineer for any of your service needs.

ASUS Taiwan Tel: +886-2-28959254

ASUS USA Tel: +1-510-739-3777

ASUS Germany Tel: +49-2102-499712

ASUS China Tel: +86-10-65542784~90

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 FAX
 

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FAX Support can also be provided if you would like to fax us your questions.

ASUS Taiwan Fax: +886-2-28959254

ASUS USA Fax: +1-510-6084511

ASUS Germany Fax: +49-2102-499712

ASUS China Fax: +86-10-6554279