



Gateway®

Limited Warranty

IMPORTANT PRODUCT INFORMATION

This Product information pamphlet contains important information about your GPU Company Product (or "Products") and how to use it as well as the One-year Limited Warranty provided by GPU Company which is included with your purchase.

Failure to follow these safety instructions could result in fire, electric shock, damage to your Product or property, or serious injury to you or others.

- Do not disassemble, open, crush, incinerate, paint, shred, or insert foreign objects into your Product.
- Do not use your Product in wet or damp locations.
- Avoid spilling any liquid or food on your Product.
- Before cleaning your Product, make sure it is in the "OFF" position and disconnect all cables from your Product and electrical outlets.
- Do not attempt to dry your Product with an external heat source such as a microwave or hairdryer.

Charging your Product

When charging your Product, please adhere to the following guidelines and suggestions for proper use:

- Allow adequate space and ventilation around the Product while charging.
- Do not connect the power cord when your hands are wet or near any liquid.
- Do not connect the power cord to the Product if it has been damaged in any way.

FCC regulatory conformance:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

RF Exposure

The SAR limit adopted by FCC is 1.6 W/kg averaged over one gram of tissue. The highest SAR value reported to the FCC for this device type complies with this limit. The highest SAR value reported to the FCC for this device type when using in portable exposure conditions is 0.34 W/kg.

Disposal and Recycling Information **Correct Disposal of this Product.**



This icon indicates that this Product should not be disposed of with other household waste throughout the USA, its Territories, and Possessions. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To properly dispose your used device, please use one of the recycling locations in your city, or contact the retailer

where the Product was purchased, they can inform you of a proper way to dispose it.

One (1) Year Limited Warranty

GPU Company stands behind its Products and proudly offers the following "Limited Warranty" policy:

This GPU Company Product, purchased and delivered new in the original packaging to the original purchaser, is warranted for personal use only by GPU Company against manufacturing defects in materials and workmanship for a limited warranty period of one (1) Year for labor and one (1) Year for hardware from the original date of purchase. However, the warranty on this Product is limited to Ninety (90) day hardware and labor limited warranty when purchased or used for commercial purposes.

GPU Company is not responsible for software defects. In the event you encounter a problem with software on your Product, please refer to your Owner's Manual for software provider contact information. This Limited Warranty does not apply to store display Products, Products sold as a "marked down" special, in "as is" condition, "close outs", "liquidation sales", clearance sales", or "open box", Products missing accessories with no fault found or damaged at time of delivery to an GPU Company authorized service center listed below. Proof of purchase in the form of a Bill of Sale, Receipt or Receipted Invoice is your evidence that the Product is within the Limited Warranty period. The Bill of Sale, Receipt or Receipted Invoice must be presented to the Company as a condition to obtaining the Limited Warranty service.

This Limited Warranty begins on the original date of purchase, and is valid only on Products purchased through GPU Company authorized dealers and used in the USA, its Territories, and Possessions, and Canada, by the original purchaser (End-user consumers and Educational Institutions). To receive Limited Warranty service, the purchaser must contact the GPU Company for problem determination, troubleshooting, and service procedures. Warranty service may only be performed by the GPU Company's authorized service center. The original dated Bill of Sale, Receipt or Receipted invoice must be presented upon request as proof of purchase.

The GPU Company Service Center listed below will repair your Product or if repairs cannot be made, GPU Company will replace your Product with the same or similar Product at no charge to you.

If the Product is defective as specified in this Limited Warranty during the Limited Warranty period, then GPU Company may use new, refurbished or remanufactured hardware or Products to repair or replace the Product with a similar Product at its sole discretion. Once GPU Company determines to replace a Product with the same or similar Product, all Products delivered to GPU Company for warranty service or replacement then become the sole and exclusive property of GPU Company. Replacement hardware and Products assume the remaining original Limited Warranty policy, or Ninety (90) days, whichever is longer.

Product freight must be prepaid by original purchaser and shipped in either its original packaging or packaging affording an equal degree of protection. GPU Company shall not be responsible for or obligated to replace Products or goods damaged in transport when received by GPU Company. If the Product is received damaged by GPU Company service center, it is the responsibility of the consumer to file a claim against the shipping carrier. GPU Company service center will only store the damaged Product for thirty (30) days and reserves the right, in its sole discretion to dispose of the damaged Product or ship it back to the consumer at consumer's expense after thirty (30) days.

This Limited Warranty covers manufacturing defects in materials and workmanship encountered in normal, and except to the extent otherwise expressly provided for in this warranty, noncommercial use of this Product, and shall not apply to the following: Damage occurring in shipment; delivery and installation; applications and uses for which this Product was not intended; altered Product or serial numbers; cosmetic damage or exterior finish; accidents, abuse, neglect, fire, water, lightning or other acts of nature; use of Products, equipment, systems, utilities, services, hardware, supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied or authorized by GPU Company which damage this Product or result in service problems; incorrect electrical line voltage, fluctuations and surges; customer adjustments and failure to follow operating instructions, cleaning,

maintenance and environmental instructions that are covered and prescribed in the instruction book; reception problems and distortion related to noise, echo, interference or other signal transmission and delivery problems; burned-in images. GPU Company does not warrant uninterrupted or error-free operation of the Product.

THERE ARE NO EXPRESS OR IMPLIED WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ABOVE, AND NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY AFTER THE EXPRESS LIMITED WARRANTY PERIODS STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON GPU Company. REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE PURCHASER. GPU Company SHALL NOT BE LIABLE FOR ANY INCIDENTAL, OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT; EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED FOR THE DURATION OF THIS LIMITED WARRANTY. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT, IS NONTRANSFERABLE AND STATES YOUR EXCLUSIVE REMEDY.

Some States do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Any provision contained herein which is found contrary to state or local laws shall be deemed null and void and all remaining provisions shall continue in full force and effect.

ALL DISPUTES ARISING IN ANY WAY FROM THIS LIMITED WARRANTY OR THE SALE, CONDITION OR PERFORMANCE OF THE PRODUCT SHALL BE RESOLVED EXCLUSIVELY THROUGH FINAL AND BINDING ARBITRATION, AND NOT BY A COURT OR JURY.

Any such dispute shall not be combined or consolidated with a dispute involving any other person or entity's Product or claim, and specifically, without limitation of the foregoing, shall not under any circumstances proceed as part of a class action.

The arbitration shall be conducted before a single arbitrator, whose award may not exceed, in form or amount, the relief allowed by the applicable law. The arbitration shall be conducted by the American Arbitration Association (AAA) pursuant to the Arbitration Act which governs this provision. The arbitrator shall decide all issues of interpretation and application of this arbitration provision and the Limited Warranty.

For any arbitration in which your total damage claims, exclusive of attorney fees and expert witness fees, are \$5,000.00 or less ("Small Claim"), the arbitrator may, if you prevail, award your reasonable attorney fees, expert witness fees and costs as part of any award, but may not grant GPU Company, its attorney fees, expert witness fees or costs unless it is determined that the claim was brought in bad faith. In a Small Claim case, you shall be required to pay no more than half of the total administrative, facility and arbitrator fees, or \$50.00 of such fees, whichever is less, and GPU Company, shall pay the remainder of such fees. Administrative, facility and arbitrator fees for arbitrations in which your total damage claims, exclusive of attorney fees and expert witness fees, exceed \$5,000.00 ("Large Claim") shall be determined according to AAA Rules. In a large claim case, the arbitrator may grant to the prevailing party, or apportion among the parties, reasonable attorney fees, expert witness fees and costs. Judgment may be entered on the arbitrator's award in any court of competent jurisdiction.

This arbitration provision also applies to claims by you, the purchaser of the Product, and all those in privity with you, including your family members, beneficiaries and assigns, against GPU Company's parent(s), subsidiaries and affiliates, any person or entity that licensed, supplied, sold or distributed the Product, and each of their officers, employees, representatives, licensors /licensees, agents, beneficiaries, predecessors in interest, successors, and/or assigns. You may opt out of this dispute resolution procedure by providing notice to GPU Company no later

than thirty (30) calendar days from the date of the first consumer purchaser's purchase of the Product. To opt out, you must send notice by e-mail to GPU Company at support@gatewayusa.com with the subject line:

"Arbitration Opt Out." You must include in the opt out email (a) your name and address; (b) the date on which the Product was purchased; (c) the Product model name or model number; and (d) the IMEI or MEID or Serial Number if applicable, if you have it. Alternatively, you may opt out by calling 1-877-777-0649 no later than 30 calendar days from the date of the first consumer purchaser's purchase of the Product and providing the same information. These are the only two forms of notice that will be effective to opt out of this dispute resolution procedure. Opting out of this dispute resolution procedure will not affect the coverage of the Limited Warranty in any way, and you will continue to enjoy the benefits of the Limited Warranty.

**To obtain Warranty service,
please contact GPU Company at
support@gatewayusa.com
1-877-777-0649
Van Nuys, CA**