

Limited Product Warranty

For Gateway Personal Computers / Notebooks / Monitors

SECTION A

Limited Product Warranty

For Gateway Personal Computer / Monitor

A. Limited Warranty (applies to all Gateway Products designated for sale in the local market of the country of purchase by the Customer)

This Limited Product Warranty confers upon the original purchaser of the Gateway computer hardware product (hereinafter called the "Product") and, save and the current lawful successor in interest of the Gateway Limited Product Warranty if such Product has been sold or transferred to new users (hereinafter the original purchaser and the current lawful successor are called the "Customer" whether singularly or plurality) specific rights and remedies. The law of the country in which you reside may give you different and more expansive rights and remedies, and the provisions of this Limited Product Warranty shall not operate to impair abridge any rights or remedies you may have under such local laws subject to the Limitations and Exclusions described herein. As used in this document, "Gateway" refers to the Company in the country where the Gateway Product was first sold to an end-user Customer by Gateway or its Authorised Resellers. Please refer to the back page of this Warranty Booklet for the detail of the Gateway company responsible for the warranty coverage of the Product which you have purchased.

ALL LOCAL WARRANTY SERVICE REQUESTED AND PROVIDED UNDER THIS LIMITED PRODUCT WARRANTY IS PERFORMED SOLELY AND EXCLUSIVELY UNDER THE TERMS AND CONDITIONS SET OUT IN SECTION A OF THIS WARRANTY BOOKLET.

1) Product Warranty

Gateway warrants that any Gateway computer hardware product designated for sale in the local market and purchased by Customers from Gateway or its Authorised Resellers in any country in the Asia Pacific Area is free from defects in materials or workmanship under normal usage for the duration of the warranty period as stated in this Limited Warranty Booklet supplied with your Product ("Warranty Booklet"). The warranty period commences on the date of purchase. Your original purchase invoice (sales receipt), showing the date of purchase of the Product, is your proof of the date of purchase and is subject to verification at the discretion of Gateway. This Limited Warranty extends beyond the original purchaser to any lawful successor in interest, provided, however, that anyone claiming under this warranty must, upon request, also produce the original purchase invoice to be entitled to warranty services. Gateway will, at its option, repair or replace any defective Products or parts thereof covered by this Limited Product Warranty with new or factory-refurbished parts or Products that are deemed by Gateway's service personnel to be equal in performance when compared to new or similarly configured products. All exchanged parts and Products replaced under this Limited Product Warranty will become the property of Gateway.

2) Parts & Components Limited Warranty

2.1 For genuine Gateway parts and components listed as "Options or Accessories" designated for sale in the country of purchase and which are purchased from Gateway or its Authorised Resellers, Gateway shall extend a warranty equal to the warranty in effect with respect to the Product in which the parts and components are installed.

2.2 The warranty period for items replaced during the course of warranty is strictly limited to the original warranty period when the Product was first purchased notwithstanding the replacement of the items may have taken place after the commencement of the warranty period.

2.3 All components / module listed below or any part of a complete unit will comply with the warranty period as defined in accordance to the Product purchased (1 year), unless explicitly stated otherwise and in the event of any dispute arising, Gateway's decision in respect thereof shall be final and conclusive. For all other components / module are not covered by this Limited Product Warranty coverage, the Customer may however request Gateway to undertake their pair / servicing / replacement at the costs of the Customer and subject always to the availability of such components / modules:

- i) Central Processing Unit (CPU) Chip,
- ii) Main Logic Board and / or CPU Logic Board,
- iii) Base Memory (RAM), shipped with machine (does not include RAM upgraded after purchase),
- iv) Base Video RAM, shipped with machine (does not include RAM upgraded after purchase),
- v) Floppy Disk Drive,
- vi) Hard Disk Drive,
- vii) Power Supply Unit or AC adapters,
- viii) Add-on cards (bundled with the machine), including Network Interface Card (NIC) and PC card bundled with notebook,
- ix) Optical Drives,
- x) Tape Drive,
- xi) Notebook Display (LCD) screens,
- xii) Notebook Battery,
- xiii) Multimedia speakers and microphones,
- xiv) Mouse and / or other pointing devices,
- xv) Keyboard,

xvi) All in one card reader

- 3) Media & Software Limited Warranty (Where applicable) Regarding software accompanying the Product, Gateway warrants the media containing the software (including but not limited to diskettes, CD-ROMs) delivered to the Customer is free from defects in materials and workmanship for a period of 60 days after the date of purchase by the end user Customer. In the remote event that the Customer shall receive any defective media, Gateway will replace the defective media at no charge to the Customer. Except for the media warranty provided by this clause, any such software is provided on an "as is" basis and Gateway does not warrant that the operation of this software will be uninterrupted or error-free or that this software will meet the Customer's requirements. Although every care and effort has been made by Gateway to ensure that the media and software contained therein accompanying the Product has been extensively tested by Gateway to perform according to its designed / intended function, save and except for the limited warranty provided herein, Gateway will not be responsible for any loss or damage howsoever caused on account of the Customers' use of the media or the software contained therein.

B. Warranty Limitations and Exclusions

The limited warranties with respect to Products, Parts & Components, Media & Software (collectively called "Product" or "Products") are subject to the following exclusions and limitations:

1) Exclusions

This Limited Product Warranty does not extend to:

- 1.1 any Product not manufactured by or for Gateway, or designated for sale in the country where the same is purchased by the Customer.
- 1.2 any warranty service requested and provided under the separate Gateway's Limited Regional Traveler's Warranty set out in Section B for all Gateway Notebooks.
- 1.3 Any Product (including any part thereof) that has been damaged or rendered defective
 - (a) as a result of use of the Product other than for its normal intended use, failure to use the Product in accordance with the User's Guide that accompanies the Product, or other misuse, abuse, or negligence to the Product;
 - (b) by any unauthorized modification of the Product;
 - (c) as a result of service by anyone other than by the Authorised Service Providers (the Customer is to refer to respective Call Centers at the back of this Warranty Booklet for more details);
 - (d) by improper transportation or packing when returning the Product to the Authorised Service Providers;
 - (e) by improper installation of third-party products (e.g. memory cards); or
 - (f) by operating the Product within an improper operating environment (including but not limited to that which is defined in the User Manual and/ or specifications and the the Product being used with incompatible software and/or software installed by the Customer which conflict or is incompatible with any other software installed in the Product and/or where the Product is affected by any kind of computer viruses or malware or malicious programs).
- 1.4 Any other operating systems which is not preinstalled or supplied together with the Product at the time of purchase by the Customer.
- 1.5 Loss of any or damage to the programs, data or removable storage media in or accompanying the Product. The Customer is fully responsible and is therefore strongly advised to save and make back up copies of any programs, data or removable storage media before submitting the Product for service and/or repair under this Limited Product Warranty. The Authorised Service Providers may, at the request of the Customer, make back up copies of the programs, data or removable storage media in or accompanying the Product but such decision by the Authorised Service Providers will not relieve the Customer from their own responsibility to save and make back up copies of the same and Gateway and its Authorised Service Providers shall not be held liable whatsoever on account of its decision to comply with the Customer's request. Please note that Gateway may opt to replace the Product submitted for warranty services with a remanufactured Product or parts of equal quality and thus, any data stored by Customer on the original Product may become permanently inaccessible to Customer.
- 1.6 minor defects of LCD displays occurring in Products equipped with LCD display technology, provided that there shall not be more than five (5) defective pixels per million pixels on a given LCD display.
- 1.7 LCD panels, LCD bezel, LCD cover, the chassis (which includes the upper case and lower case), cables, connectors, key tops physically damaged due to excessive force being applied to it including but not limited to drops and/or spills accidental or otherwise and also due to extreme temperatures; and such other damages caused as a result of neglect or improper care and handling including scratches, imprint/water marks, cracks and dents.
- 1.8 Any Product with the serial number removed or tampered with.
- 1.9 Non-manufacturing defects caused by improper use or abuse of the Product.
- 1.10 Any damage which is caused by natural disaster or Acts of God.

2) Disclaimer of Warranty and Limitations

Except for the limited warranties set forth in Section A of the Limited Product Warranty, Gateway disclaims all other warranties, expressed or implied or statutory, including but not limited to implied warranties of merchantability or fitness for a particular purpose. Any implied warranties that may be imposed by applicable law are limited to the terms of this Limited Product Warranty. In no event shall Gateway or its Authorised Service Providers be liable for any incidental, special or consequential damages, including but not limited to loss of business, profits, data or use, whether in an action in contract or tort or based on a warranty, arising out of or in connection with the use or performance of the Product or any Gateway-supplied software that accompanies the Product, even if Gateway has been advised of the possibility of such damages. The Customer agrees that repair, and (upon availability) replacement, as applicable, under the warranty services described herein is the Customers' sole and exclusive remedy with respect to any breach of this Limited Product Warranty. Gateway hereby fully reserves their rights from time to time to add, delete and/or make any amendments to the provisions contained in Section A of this Warranty Booklet which it deems necessary to comply with any changes in any applicable laws, enactment, regulation and/or statutory provision governing this Limited Product Warranty.

C. Obtaining Warranty Service under the Limited Product Warranty

Before applying for warranty service, Customers should refer to the Gateway Call Centers at the back of the Warranty Booklet and/or the website in your

local country for the phone numbers and other contact information of the Authorised Service Providers in your country. Subject to the provisions, exclusions and limitations set forth above, Customers are entitled to (i) Carry-in or (ii) Mail-in (available in certain countries only) or (iii) Pickup and Return (available in certain countries only) warranty service with respect to Product purchased as determined in this Warranty Booklet accompanying the Product. In case of Mail-in warranty service, the Customer shall take all proper and reasonable precaution to pack and prepare the Product for safe transportation as Gateway and its Authorised Service Providers will not cover any damage to the Product howsoever caused in transit.

The warranty service provided by the Authorised Service Providers hereunder this Limited Product Warranty is subject to the following terms and conditions:

1. Repair service is available for the Product purchased from Gateway or its Authorised Resellers where the Product has been designated for sale in the country of purchase by the Customer.
2. Claims under this Limited Product Warranty will be honored only if made within the warranty period specified on the Warranty Booklet.
3. Carry-in service is performed at the Authorised Service Providers. If you choose this service option, the Product will be held for pick-up by you at the Authorised Service Providers after the repair service is completed. The Customer is advised that if they fail to pick-up their Product within the period which is stated in the Authorised Service Providers written notice to the Customer, the Authorised Service Providers will be entitled to treat the same as being abandoned and the Authorised Service Providers may deal with the same in any manner it deems fit (including but not limited to the disposal of the same).
4. Customers must provide the Authorised Service Provider with proof of place and date of purchase i.e. a copy of the sales receipt must be included with the Product shipped for repair.

D. Charges

If the Customers submits a Product for warranty service under this Limited Product Warranty and thereafter Gateway reasonably determines that the Product is not defective, the Authorised Service Provider will charge a flat fee for any Mailin, Carry-In and Pickup and Return warranty service provided. The Authorised Service Provider, in the country the Product is being serviced, will determine the rate and currency of such charges.

Gateway Limited Product Warranty

Product(s) :	“Warranty Period” :	Nature and Type of Warranty Services :
Notebook	Two Years Local with First Year Regional	Carry-in, labour & parts included
Desktop	Three Years	First year: Onsite, labour and parts included Second & Third year: Carry-in, only labour included
LCD Monitor	Three Years	Onsite, labour & parts included

Software Media (material only) 60 Days

Extended Warranty

The Gateway Product which you have purchased is definitely a wise investment as this Product available today not only assures you of superb quality, reliability and durability; but is also backed by an extensive standard warranty, inclusive of free parts replacement and free repair services.

To enjoy a longer term of cost savings on the maintenance and care of your Gateway Product, Gateway offers the option to extend the warranty on the Product purchased to a total of 3 years warranty coverage at a nominal fee, which will guarantee you peace of mind. With this extension on your warranty, you will be assured of:

- Hassle free repair and service whereby you are ensured of prompt and professional services
- Unlimited number of repair requests whereby there is no limit to the number of repairs provided to your Gateway Product for hardware failure due to manufacturing defects in materials during the extended warranty period

Kindly contact your local Gateway Call Center listed on the back of this Warranty Booklet for eligible products or for further information on extended warranty.

E. Gateway’s Limited Regional Traveler’s Warranty

Where the Product sold to the Customer is that of any Gateway Notebook and which is covered by this Limited

Product Warranty in the Hong Kong Special Administrative Region where the Gateway Notebook was purchased by the original purchaser, then Gateway’s Limited Regional Traveler’s Warranty (“RTW”) set out in Section B of this Warranty Booklet shall also be applicable to cover the regional warranty service requirement of the Customer in the cities listed specifically in Section C (hereinafter called the “Mainland China Area”).

ALL WARRANTY SERVICE UNDER THE RTW IS UNDERTAKEN SOLELY AND EXCLUSIVELY UNDER THE TERMS AND CONDITIONS SET OUT IN SECTION B OF THIS WARRANTY BOOKLET.

Should a Customer require or prefer instead to have warranty service to be provided under this Limited Product Warranty when the Customer is not in the country where the Gateway Notebook was purchased by the original purchaser, it will be necessary then for the Customer to sent at his/her own risk the Gateway Notebook back to the Authorised Service Provider situated in the country where the Gateway Notebook was purchased by the original purchaser using the Mail-in warranty service (and only if such service is available for that country) and the Customer is required at his/her own cost, expense and risk to make his/her own arrangements for the Gateway Notebook to be collected back after the completion of the warranty service.

F. GATEWAY’S PRIVACY POLICY

The information you provide will be kept confidential and be used to support your customer relationship with Gateway and its Authorised Service Providers. Gateway and its Authorised Service Providers will not share your personal information with any outside organisation for its use in marketing or solicitation without your consent. Your information may be shared with agents or contractors of Gateway and its Authorised Service Providers for the purpose of performing the local warranty services.

Limited Regional Traveler's Warranty

For All Gateway Notebooks

SECTION B

Gateway Limited Regional Traveler's Warranty

This Gateway Limited Regional Traveler's Warranty ("RTW") confers upon the original purchaser of any Gateway Notebook and, if applicable, the current lawful successor in interest of the RTW if such Product has been sold or transferred to new users (hereinafter the original purchaser and the current lawful successor are called the "Customer" or "Customers") specific rights and remedies. As used in this document, "Gateway" refers to the Company in the Hong Kong Special Administrative Region or Macau Special Administrative Region where the Gateway Notebook was first sold to an end-user Customer by Gateway or its Authorised Resellers. Please refer to Section C of this RTW for the detail of the Gateway company responsible for the RTW coverage of the Gateway Notebook which you have purchased.

ALL REGIONAL TRAVELER'S WARRANTY SERVICE PROVIDED UNDER THIS RTW IS PERFORMED SOLELY AND EXCLUSIVELY UNDER THE TERMS AND CONDITIONS SET OUT IN SECTION B OF THIS WARRANTY BOOKLET.

Where is the Gateway RTW valid?

The Gateway RTW is supplemental to the local warranty which covers your Gateway Notebook under the separate Limited Product Warranty ("Local Warranty") as set out in Section A and which applies only in the country where your Gateway Notebook was first originally purchased. The Gateway RTW applies only in countries outside the geographic area of coverage of your Local Warranty where Gateway RTW Service Centers are located but within only the countries in the Asia-Pacific Area which are listed in Section C of this Warranty Booklet. Gateway reserves its full rights at any time to add or delete countries and/or any Gateway RTW Service Centers.

Who may claim for the RTW services?

During the Term (as defined below) of the Gateway RTW, only "bona fide travelers" who are in possession of a copy of the original sales invoice of the Gateway Notebook and who are not of the nationality of the country where the RTW service is to be performed (but where such persons are permanent residents of any country at the time of requiring the RTW warranty services they will be excluded from this prohibition) may bring claims under this Gateway RTW.

For purposes of this Gateway RTW, a "bona fide traveler" is a person temporarily and for a consecutive time period of up to twelve (12) months) present outside the territorial scope of the Local Warranty covering the respective Gateway Notebook. Gateway's RTW Service Centers may require reasonable proof of residency to verify the bona fide traveller status of any of Gateway's customers.

Term of the RTW: ONE year from the commencement date of the Local Warranty.

How to obtain the RTW service?

If your Gateway Notebook qualifies for service under the Gateway RTW, you are entitled to "carry-in service" at Gateway's RTW Service Centers.

Warranty Limitations.

- The Gateway RTW is limited to the Gateway Notebook and its AC adapter. It does not cover the replacement of the Gateway Notebook or its AC adapter. Service performed on accessory items is subject to charge and local availability.
- Any software that accompanies any Gateway Notebook is provided "as is". Gateway does not warrant that the operation of any or all of the software programs preloaded or added to the Gateway Notebook computers is uninterrupted or error free or that it will meet your requirements. The customer is responsible for providing the "Recovery and Software Back Up" disks to recover the hard disk if that is necessary. Gateway shall not be responsible for loss of data under any circumstances. Customers are encouraged to back up all data stored on the hard disk of their Gateway Notebook before bringing that Notebook in for repair.
- Localized components (i.e. Traditional Chinese language keyboards, modems designed for use in Hong Kong etc.), will be serviced with parts conforming to the technical standards of the country where the Gateway RTW Service Centers performing the service is located. For example, if your Gateway Notebook is equipped with a Traditional Chinese English-style keyboard, and you travel to Mainland China where your keyboard requires service, your Traditional Chinese English-style keyboard will be replaced with a Simplified Chinese-style keyboard.
- Any Gateway Notebook covered under this Gateway RTW is guaranteed to be free from defects resulting from the use of faulty parts or poor workmanship during its manufacture, provided any resulting claims are made within the Term of this Gateway RTW. If a defect of your Gateway Notebook is covered by Gateway's RTW, Gateway will repair or replace any defective parts and correct any problems resulting from poor workmanship free of charge. Gateway reserves the right to use reconditioned parts with performance parameters equal to those of new parts in connection with any services performed under the Gateway RTW.
- For the avoidance of doubt, this Gateway RTW does not entail a warranty of functionality or any obligation to repair or replace a defective Gateway Notebook if that defect is a result of ordinary wear and tear, physical breakage, improper installation or connections, external electrical faults, accidents, use under conditions other than normal working conditions, software-induced problems (e.g. virus attacks), abuse or modifications to the Gateway Notebook. Any service, repair or replacement not within the scope of Gateway's RTW coverage shall be subject to the rates and terms of Gateway's RTW Service Center performing

such services.

• EXCEPT FOR THE WARRANTIES SET FORTH IN SECTION B OF THIS WARRANTY BOOKLET, GATEWAY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY APPLICABLE LAW ARE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY.

• IN NO EVENT SHALL GATEWAY BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF BUSINESS, PROFITS, DATA OR USE, WHETHER IN AN ACTION IN CONTRACT OR TORT OR BASED ON A WARRANTY, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE GATEWAY NOTEBOOK OR ANY GATEWAY SUPPLIED SOFTWARE WHICH ACCOMPANIES THE GATEWAY NOTEBOOK, EVEN IF GATEWAY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOU AGREE THAT REPAIR OR REPLACEMENT, AS APPLICABLE, UNDER THE WARRANTY SERVICES DESCRIBED HEREIN ARE YOUR SOLE AND EXCLUSIVE REMEDIES WITH RESPECT TO ANY BREACH OF THE GATEWAY LIMITED REGIONAL TRAVELER'S WARRANTY SET FORTH IN SECTION B HEREOF.

• Gateway hereby fully reserves their rights from time to time to add, delete and/or make any amendments to the provisions contained in Section B of this Warranty Booklet and to the Gateway RTW Service Centers listed in Section C of this Warranty Booklet which it deems necessary to comply with any changes in any applicable laws, enactment, regulation and/or statutory provision governing this RTW.

GATEWAY Notebook Support

1. You are welcome to contact the local Gateway Call Center for any information on how to obtain RTW services in the country where you will be. Please refer to the back cover of this Warranty Booklet for List of Gateway's Call Centers for contact information.

Service Request

For those Customers who qualify for the RTW service, Gateway's RTW Service Centers will provide you with the necessary services and supports for your Gateway Notebook.

2. Please have the following information ready when calling, faxing or visiting the local Gateway RTW Service Center:

- Your Name / address / contact phone number
- Serial Number / Product model
- Proof of purchase
- Description of upgrades, additions and/or changes made to the product
- Brief description of the symptoms

SECTION C

Beijing - China

Beijing Liwei Service Station
Room A017, B2 Floor, Dinghao Building
No. 3 Haidian Street
Haidian District, Beijing, China
Tel: +86-10-8269-8131/9680

Beijing - China

Beijing Haotian Peoples University Service Station
1709 Zhucheng Building,
No 6. Zhongguancun South Street
Haidian District, Beijing, China
Tel: +86-10-5158-1510/1511

Beijing - China

Beijing Haotian Lianheng Service Station
Room 1607, Kuntai Building (West of Blue Island Tower)
Chaoyang District, Beijing, China
Tel: +86-10-8586-3929/25

Changsha - China

Changsha Hongjie Service Station
Room 2505, Block B, Triumph International Building
No. 21 Middle Station Road, ChangSha City
Hunan Prov., China
Tel: +86-0731-8283-9248/9249

Chengdu - China

Chengdu Changneng Service Station
Room 1003, 10th Floor @ World
Southern Second Section of First Ring Road
Chengdu City, Sichuan Prov., China
Tel: +86-28-8549-3381

Dongguan - China

Dongguan Jingxin Service Station
Room 708, K Area, Global Plaza
Dongcheng District, Dongguan City
Guangdong Prov., China
Tel: +86-0769-2231-7537

Fuzhou - China

Fuzhou Hongyi Service Station
Office 13-A09 Dalijia Building
51 Middle Road, Fuzhou Cit
FuJian Prov., China
Tel: +86-0591-8332-6448

Guangzhou - China

Guangzhou Jingxin Service Station
Room 1103-1105, 11F
Zhan Wang Digital Technology Building
8th Shipai Road West, Tianhe District
GuangZhou, China
Tel: +86-20-8756-0561/62/63
Fax: +86-20-8756-5995

Shanghai - China

Shanghai Zhiheng Service Station
West Building 10 I, No. 668 East Beijing Rd.
Shanghai, China
Tel: +86-21-5308-7773
Fax: +86-21-5308-1157

Shenyang - China

Shenyang Hua Yu Service Station
Room 1204, No. 54 Sanhao Street
Heping District, Shenyang City
Liaoning Prov., China
Tel: +86-24-6268-1966

Shenzhen - China

Shenzhen Zhuri Service Station
6E Haogong Building, No. 5 Yannan Road
Futian District, Shenzhen City, China
Tel: +86-0755-8334-9764

Shijiazhuang - China

Shijiazhuang Hua Pu Service Station
Room 2107, South Garden Tower C
No. 48 Zhong Shan West Road
Shijiazhuang City, Hebei Prov., China
Tel: +86- 0311-8518-9887

Suzhou - China

Suzhou Changneng Service Station
No. 402, Block B, Ruiji Building
No. 879 Ganjiang East Road
Suzhou City, Jiangsu Prov., China
Tel: +86- 0512-6573-0116

Tianjin - China

Tianjin Hua Yu Service Station
Room 1-1804, Tianjin Electronic Technology Center
No. 186 BaiDi Road, Nankai District
Tianjin, China
Tel: +86-22-2738-0027

Urumchi - China

Urumchi Huayu Service Station
Room 141, 14F Tianbaiming Shop
No.261, Jiefang North Road
Urumchi City, Xinjiang Uygur, China
Tel: +86-0991-6121-950

Wuhan - China

Wuhan Huayu Service Station
Room 2611, Block A, Asia Trade Plaza
No. 628, Wuluo Road, Wuhan City
Hubei Prov., China
Tel: +86-27-8266-8809

Hangzhou – China

Hangzhou Changneng Service Station
Wei Xing Building, 5th Floor
No. 252 Wensan Road, Hangzhou City
Zhejiang Prov., China
Tel: +86-0571-5689-1080

Xiamen – China

Xiamen Baiyuan Service Station
No. 30 Hubin South Road, Xiamen City
Fujian Prov., China
Tel: +86-0592-2223-688

Jinan – China

Jinan Hua Yu Service Station
Room 1105, Yinzuo Digital Square
No.178 Shanda Road, Jinan City
Shandong Prov., China
Tel: +86-0531-5555-6007

Xian – China

Xian Huayu Service Station
Office 32, A, Xi'an Bainaohui 13th Floor
Computer City, 68 Middle Yanta Road
Xian City, Shanxi Prov., China
Tel: +86-29-8212-2010

Lanzhou – China

Lanzhou Baisifu Service Station
Room 1001, 10F Travel Building
No. 2 Nongning Lane, Chengguan District
Lanzhou City, Gansu Prov., China
Tel: +86-0931-8729-182

Zhengzhou – China

Zhengzhou Changneng Service Station
Room 1202, E Times Square
No. 85, Wenhua Road, Zhengzhou City
Henan Prov., China
Tel: +86-0371-6366-1639

Nanchang – China

Nanchang Huayu Service Station
Room 2506, Block B, Tower 16
HengMao International Chinese City
No. 205 PLAZA South Road, Xihu District
Nanchang City, Jiangxi Prov., China
Tel: +86-0791-2062-821

Zuhai – China

Zuhai Zhuri Service Station
1st Floor, No. 51, Huwan Road
Xiangzhou District, Zuhai City
Guangdong Prov., China
Tel: +86-0756-6218-995

Nanjing – China

Nanjing Changneng Service Station
No. 4038 Hongfei Building
No. 29, Dashiqiao Road, Xuanwu District
Nanjing City, Jiangsu Prov., China
Tel: +86-25-8319-7215

Hong Kong

Acer Customer Service Center
1801, 18/F, Prosperity Place
6 Shing Yip Street, Kwun Tong
Kowloon, Hong Kong
Tel: +852-2520-2000
Fax: +852-2866-2685

Mainland China :

- Web site : www.cn.gateway.com
- Hotline : 400-700-9888
- Office hour : Mon – Sun 9:00-18:00

Hong Kong :

- Web site : www.hk.gateway.com
- Hotline : +852-2117-9170
- Office hour : Mon – Fri 9:00-12:00 13:00-17:30 ; Sat 9:00-13:00; Closed on Sun and Public Holidays