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# SAFETY AND SERVICE

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## SAFETY NOTES

Please read through this section carefully. Following all the instructions helps guarantee reliable operation and years of enjoyment from your new flat bed scanner.

Always keep these instructions near your flat bed scanner for easy reference.

Keep the instructions and packaging safe. Use the original packaging in the event that you need to ship or transport your flat bed scanner.

## OPERATING SAFETY



- **Never open the housing** of the flat bed scanner! Opening could lead to an electrical short-circuit, damage to your flat bed scanner or fire.
- Slots and openings in the flat bed scanner serve for ventilation and prevent overheating. **Do not cover these openings.**
- Never insert any objects through the slits and openings into the inside of the flat bed scanner. Doing so could lead to an electrical short circuit or damage to your flat bed scanner.
- **Do not allow children to play unattended with any electrical appliances.** Children may not always correctly recognize possible safety hazards.
- Keep the packing materials, such as **foil, away from children.** The **danger of suffocation** could arise in the case of misuse.
- This flat bed scanner is intended for personal use only. It is **not** intended for commercial use in a **heavy industrial environment.**

## POINT OF USE

- Keep your flat bed scanner and all connected equipment away from **moisture, dust, heat** and **direct sunlight** in order to **avoid** malfunctions.
- Set up and operate all components on a **stable, level** and **vibration-free surface** to prevent damage to the flat bed scanner.
- Only use in a suitable ambient temperature:

## ENVIRONMENT CONDITIONS

The flat bed scanner can **be operated** at an ambient temperature of **10° C/40° F to 40° C/104° F** and a relative humidity of **35% to 80%** (not condensing).

When switched off, the flat bed scanner can be stored at temperature from -10° C/14 °F to 60° C/140°F at a relative humidity of 20% to 80% (not condensing).



After **transporting** your flat bed scanner, wait until it has reached the ambient temperature before putting it into operation. In the event of major variations in the **temperature or humidity**, condensation can form on the inside of the flat bed scanner, which can cause an **electrical short-circuit**.

## ELECTRO-MAGNETIC COMPATIBILITY

- When connecting the flat bed scanner **observe** the **guidelines** for electro-magnetic compatibility (EMC).
- Please use only the AC adapter **supplied**.
- Maintain a **distance of** at least 3 feet **from sources of high frequency and magnetic interference** (television sets, loudspeakers, mobile telephones, etc.), in order to avoid malfunctions and data loss.

## CONNECTING

### POWER SUPPLY



- Do not open the power adapter housing. When the housing is open there is a **danger** of severe electric shock. It contains no user-serviceable parts.

- The power socket must be in the vicinity of the scanner and within reach of the power adapter cables. **DO NOT** stretch the power cables tightly to reach a power socket.
- To disconnect your scanner from the power source, remove the power cord from the power socket.
- Only use the power adapter provided with this flat bed scanner (**DSA-0151A-12UP** or **HDAD15W101-124**).
- If using an extension cord, make certain that it meets your local safety requirements. If in doubt, consult a qualified electrician.
- To provide additional protection against electric shock, power surges, lightning strikes, or other electrical damage to your scanner, we recommend the use of a **surge protector**.

Observe the following instructions to connect your flat bed scanner properly:

- Route the cable so that no one can step on it or **stumble** over it.
- To avoid damage to the cable **do not place any objects or furniture on the cable**.
- Please **unlock** the scanner before use. When you intend to transport the scanner lock it again.

## REPAIRS

Please contact our service center if you have any problems with your flat bed scanner. **ALWAYS** have repairs completed only by our authorized service center.

Contact your local service center when...

- Liquid has gotten into the flat bed scanner.
- The flat bed scanner does not operate properly.
- The scanner is dropped or the housing is damaged.

## CLEANING

- Ensure that the scanner, particularly the glass plate, is not dirty.
- Clean the flat bed scanner with a moist cloth.
- Do not use any type of solvents, caustic or gaseous cleaning agents.
- Use glass cleaner to clean the scanner glass plate.

## DATA SECURITY



Every time you update your computer's data make back-up copies on an external storage medium, i.e. CDR disc. We cannot assume a liability for data loss or associated subsequent damage.

## RECYCLING AND DISPOSAL

This scanner and its packaging was produced mostly from materials which can be disposed of in an environmentally friendly manner and be professionally recycled.

Should you have any questions concerning the disposal, please contact your dealer or our service.

# INTRODUCTION

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## NOTES ON THESE INSTRUCTIONS

We have arranged these instructions so that you can quickly find the subject related information in the table of contents. The purpose of these instructions is to help you operate your scanner safely, quickly and easily.

## OUR TARGET GROUP

Thank your for purchasing this flat bed scanner. We thank you for your confidence in our products and are pleased to welcome you as a new customer. These instructions are intended for novice users as well as advanced users. Regardless of possible professional functions, this flat bed scanner is intended for domestic home use only.

## QUALITY

We focused on great features, ease of use, safety and reliability in manufacturing this flat bed scanner. The balanced hardware and software design offers you an advanced flat bed scanner design which will provide you a great deal of functionality.

## SERVICE

Service and support is available. Contact us, we will be glad to help you. This manual contains a separate chapter on the subject of service beginning on **page 23**.

## WHAT CAN BE REPRODUCED OR COPIED?



Unless you own the copyright or have the permission of the owner of the copyright, unauthorized reproduction (e.g. of bank notes) can violate domestic or international law and be subject to severe penalties. In questions of doubt please consult a lawyer.

## BOX INCLUDES

Please check the contents of the box. Notify us within 14 days of purchase if your flat bed scanner is not complete. Your flat bed scanner includes:

USB flat bed scanner unit

Transparency Adapter

USB cable

AC Adapter (**DSA-0151A-12UP** or **HDAD15W101-124**)

Installation and application software on CD

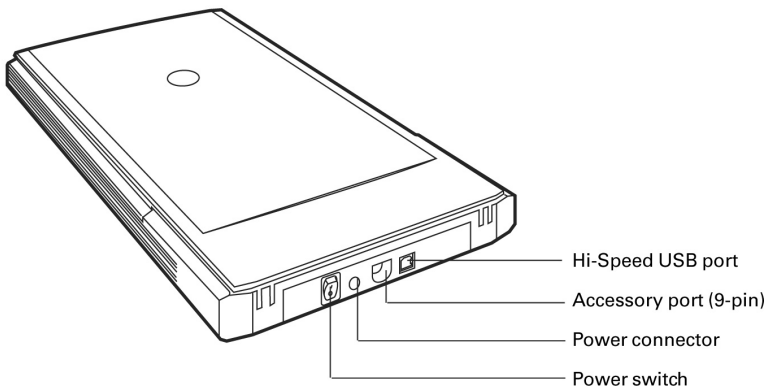
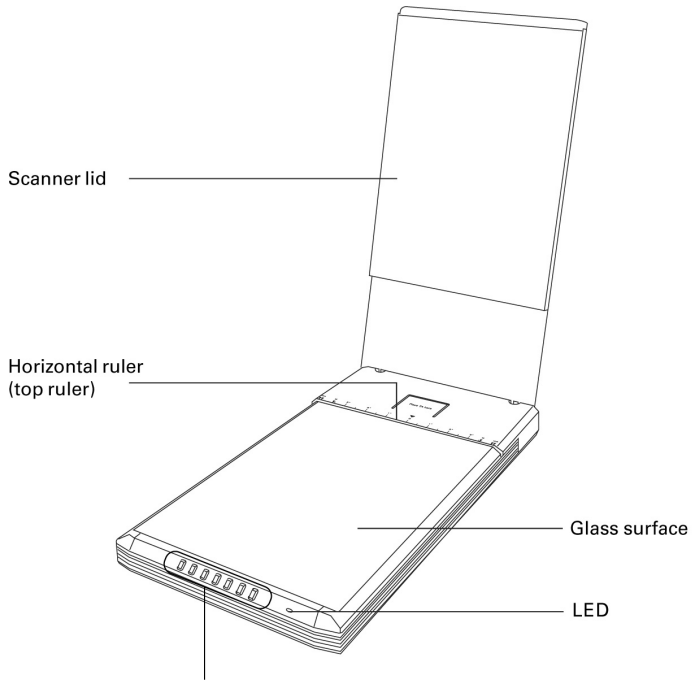
This user manual

## SYSTEM REQUIREMENTS

<b>Computer</b>	PC/AT compatible computer
<b>Processor type and speed</b>	Pentium® III class 500MHz or higher
<b>Operating system</b>	Windows® ME/2000/XP
<b>Memory</b>	64MB, recommended: 128MB or more
<b>Hard disc capacity</b>	Min. 800MB free storage capacity
<b>Installation</b>	CD-ROM drive
<b>Connections</b>	USB interface



# OVERVIEW



# SETUP

---

## 1. SOFTWARE INSTALLATION

- ⇒ **WARNING!** During software installation your important files can be changed or deleted. To avoid problems with older files after installation, make sure you backup your hard disk.
- ⇒ **Do not install the** Adobe® Acrobat® Reader when your computer has this software already installed.

Install the required software before connecting the scanner.

1. Insert the CD-ROM supplied to automatically start the installation.

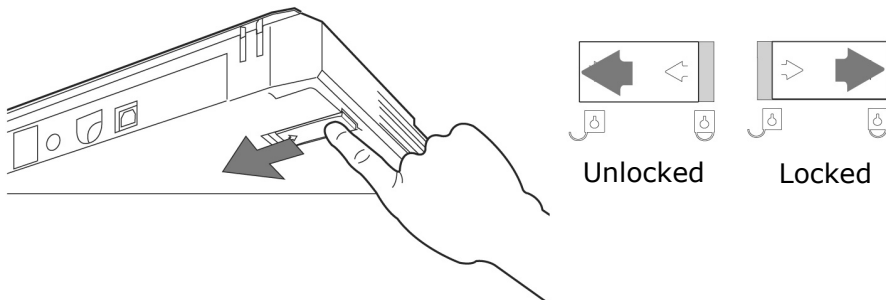
**Note:** If installation does not start automatically, the "**Autorun**" feature is most likely deactivated. Activate this feature in your Device Manager by calling the entry "**CD-ROM**" and then marking the feature "**Automatic notification on change.**"

**Manual installation without Autorun feature:**

- 1) Open the "**Start**" menu and select "**Run.**"
- 2) Then enter the letter for the CD-ROM drive followed by a colon and the name of the program: "**CD-Setup.**"
- 3) Confirm by clicking "**OK.**"

2. Select your preferred language and follow the further instructions as they are displayed.
3. Restart your computer.

## 2. UNLOCK THE SCANNER



1. With the scanner powered off, turn the scanner on its side to see the locking switch at the bottom of the scanner.
2. Push the locking switch to the position as indicated in the graphic above, with the arrow mark pointing to the "**Unlocked**" position.
3. Turn the scanner back carefully.

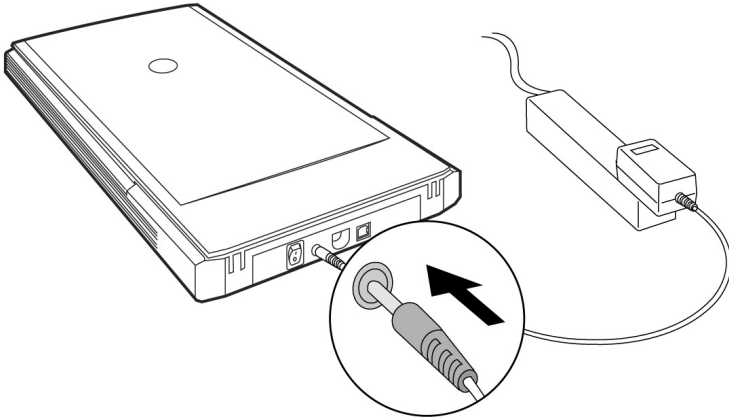
### LOCKING THE SCANNER

Proceed as follows if you have to transport the scanner.

1. Switch the scanner off, disconnect the AC adapter from the socket and remove all connection cables and those cables supplying electricity.
2. Remove the slide attachment before you secure the scanner, if it is installed. Inform yourself of the appropriate installation instructions.
3. To lock the scanner (for shipping and other reasons), tilt the front-right corner of the scanner to see the locking switch.
4. Next, push the locking switch to the "**Locked**" position. Do not turn the scanner upside down and attempt to lock the scanner this way; as this may not work.
5. Transport the scanner in the original packaging if possible.

### 3. CONNECTING TO THE POWER SUPPLY

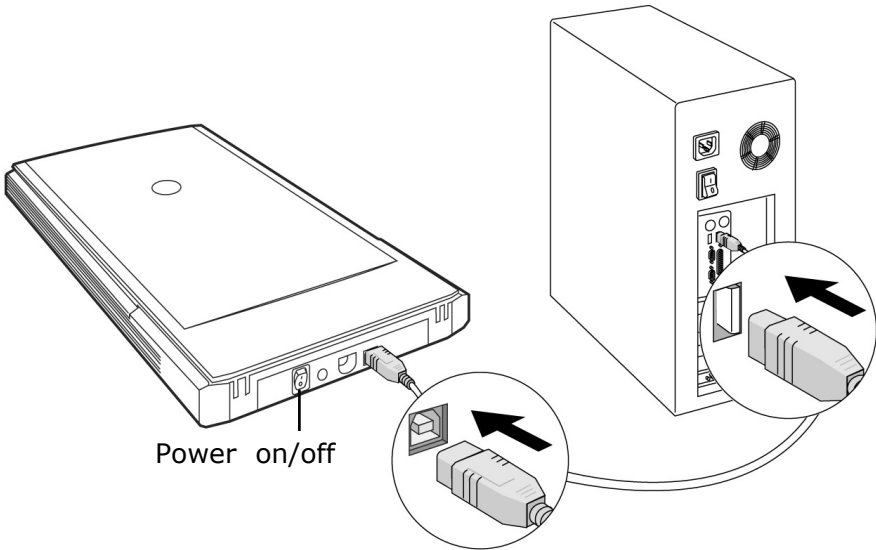
Diagram for illustration purposes only:



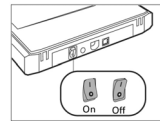
1. Observe the notes in chapter **"Safety and Service"** (page 1).
2. Position the computer and scanner so that you can work with them easily and safely. Connect the supplied power adapter to your scanner as shown in the diagram above.
3. Connect the power adapter to a power socket in close proximity to your flat bed scanner.

## 4. CONNECTING TO THE PC

Make sure your scanner software has been installed already (see page 7). Connect your flat bed scanner as follows:



1. Switch on the computer and all connected peripheral equipment (monitor, printer, external hard drive, etc.) and wait until the operating system has booted completely.
2. Connect one end of the USB cable to a free USB connection socket on your computer and the other end to the scanner.
3. Turn the power switch at the back panel of your scanner to "ON". The LED lights up at the front panel of the scanner.
4. Windows® will then recognize that a new piece of hardware has been connected and it will complete the installation procedure. Do not interrupt this setup procedure.



**Note:** If your operating system is configured so that the installation procedure accepts only signed drivers and software, (the default) an information screen will appear. Although the software lacks the digital signature it may still work properly. Click on **"Tell me why this testing is important"** to get detailed information. Confirm by clicking on **"Continue."**

# OPERATION

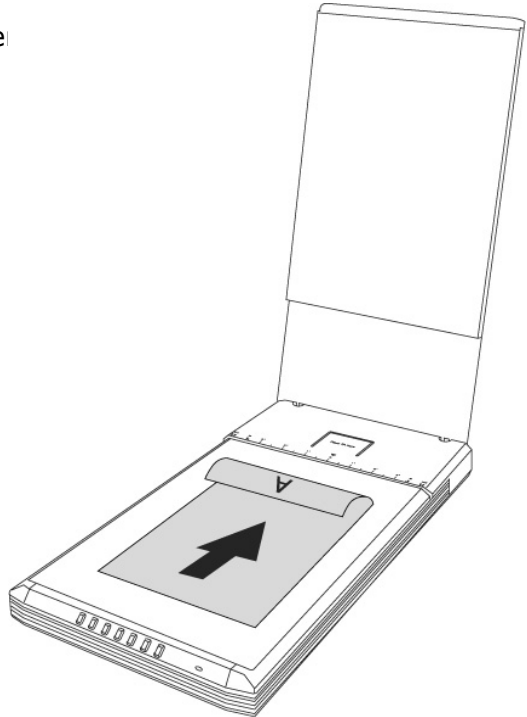
---

Make sure the software installation has been completed successfully.

## SCANNING

### 1. PLACE THE SCAN MATERIAL

1. Open the Scanner cover.
2. Place the original to be scanned on the scanner bed. The top of the original should be positioned towards the rear of the scanner with the surface to be scanned facing down.
3. Close the scanner cover.



## 2. LAUNCH SCANWIZARD

To launch ScanWizard, double-click the ScanWizard icon on your desktop. By default, the scanner will detect the settings (under Original, Scan Type, and Purpose), and automatically perform a “**fast preview**” of your image based on those settings.

1. To launch ScanWizard, double-click the ScanWizard 5 icon on your desktop.
2. You can use the following tool buttons to change the settings according to your preferences:

**Original:** defines the category of the original (scan material).

**Scan type:** selects the output image type (color, grey, or B&W).

**Purpose:** defines the image resolution to match your target application.

➤ **NOTE:** Click the Scale Output, Adjust, and Reset buttons if you need to make further adjustments.

3. Click the Scan To button from the ScanWizard Control Panel.
4. When the “**Save As**” dialog box appears, specify the folder location, a file name, and the format for the output image, then click “**Save.**” The image is then scanned and saved to the specified location.

➤ **Note:** Send image to application after saving:  
If this option is checked, the scanned image is saved first, then automatically delivered to an image-editing application, an e-mail editor, or a web browser as indicated in the destination box.

## SCANNER BUTTON CONTROLS

The scanner is equipped with seven scanner buttons, providing quick access to the most frequently used functions:

### Cancel/Setup

Launches the configuration utility when the scanner is not scanning. Cancels the scanning job when the scanner is scanning.

### Scan

Captures images that can be saved as files or sent to an image-editing application.

### Copy

Scans the image and sends it to your printer.

### E-mail

Scans the image and delivers it directly to your email application.

### OCR

Scans a text document, converts it, and saves it in text file format.

### Scan-to-Web

Scans an image and sends the output to a website. Your default browser will open and display the captured image.

### Custom

Customizes the Power Saving, Scan, Fax, and Launch Application functions according to your requirements.

The parameters for each button can be set through the Scanner Configuration (SC) utility.

➤ **Note:** You need to exit ScanWizard before accessing the SC utility.

To launch the Configuration Utility, simply press the Cancel/Setup button on your scanner or choose it from your computer.

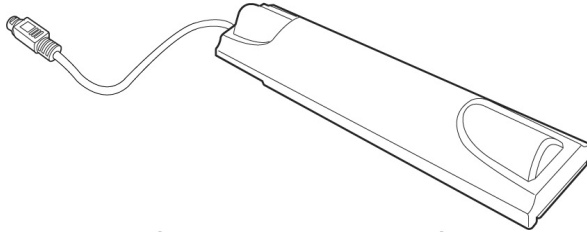


## **FOR MORE HELP**

If you experience problems with installation, refer to the Troubleshooting file in the **Techinfo** folder on your CD-ROM.

For more information on operating your scanner with ScanWizard, launch your Internet browser to view the software manual (in HTML format). Alternatively, you can also view the same manual directly from your CD-ROM.

## SCANNING POSITIVE AND NEGATIVE FILMS



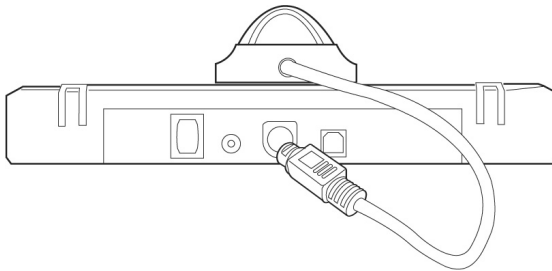
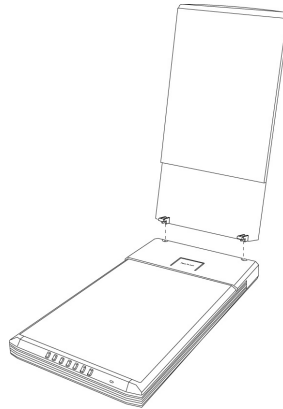
The Transparency Adapter is an accessory included with your scanner. It gives you the ability to scan 35mm slides and film negatives on your flat bed scanner. We recommend the use of this accessory to scan slides for on-screen display purposes or where high resolution is not critical.

⇒ **Please note:** Scanning of color transparencies may vary, depending on the quality of your original film.

### CONNECTING THE TRANSPARENCY ADAPTER

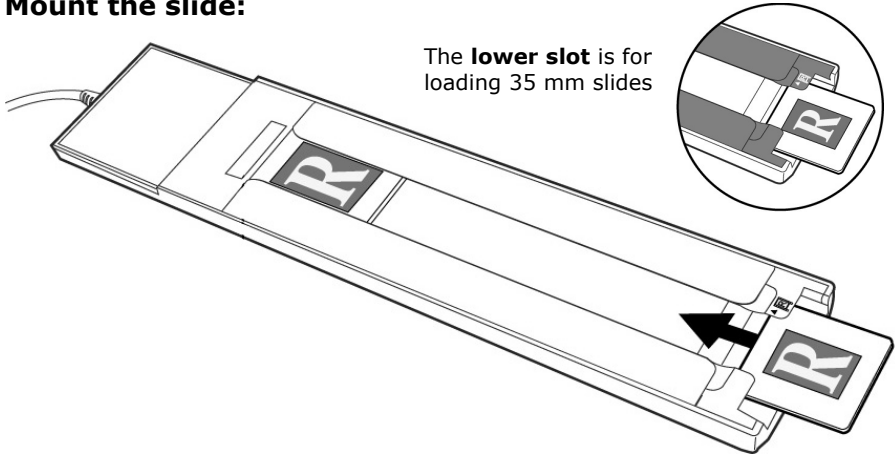
1. Switch off the scanner.
2. Remove the scanner lid.
3. Connect the Transparency Adapter to your scanner.

To do this: connect the connector of your Transparency Adapter to the 9-pin accessory port at the back panel of your scanner.



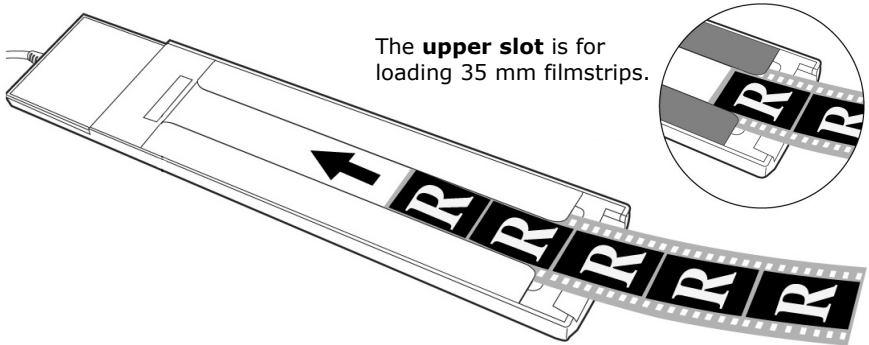
## MOUNTING A 35MM SLIDE OR FILM NEGATIVE

### Mount the slide:



1. Turn the Transparency Adapter over.
2. Insert the 35mm slide front side up into the **lower slot** of the Transparency Adapter.

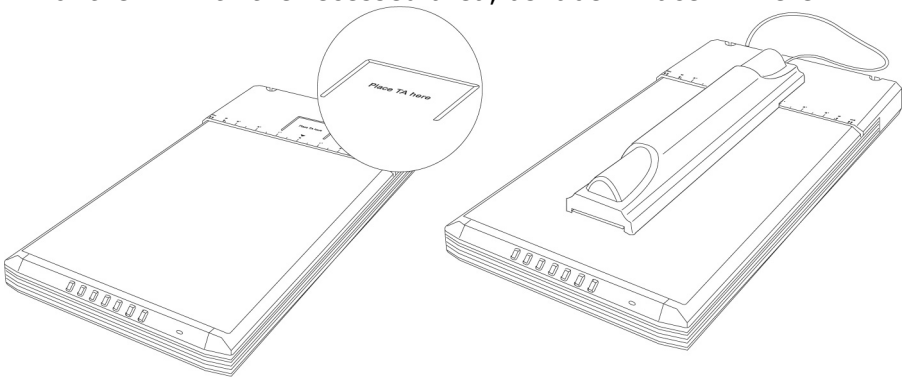
### Mounting film negatives:



1. Turn the Transparency Adapter over.
2. Load the 35mm film negative front side up inside the **upper slot** of the Transparency Adapter.

## SCANNING

1. Place the Transparency Adapter (with the film negative or slide to be scanned) vertically on the glass surface of the scanner, and center it along the top ruler of the scanner. Align the top of the TA with the recessed area, as label "Place TA here".



2. Launch the ScanWizard as described on page 13. It automatically performs a fast preview of the material on your scanner glass surface and displays it in the preview area.
3. Click the **Original** button to select your scan material and start scanning.
4. When the "**Save As**" dialog box appears, specify the folder location, a file name, and the format for the output image, then click "**Save.**" The image is then scanned and saved to the specified folder location.

ScanWizard 5 has two modes — Standard and Advanced — and each mode has its own way of selecting the scan material and scanning. Each mode of operation is shown below:

## FOR ADVANCED USERS

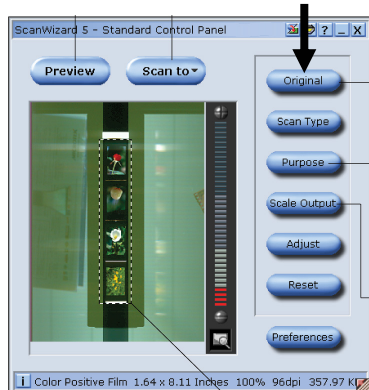
ScanWizard has two modes — Standard and Advanced.

To switch from the standard control panel to the advanced control panel, click the **Switch** icon (🔄) on the right corner of the standard control panel.

Each mode has its own way of selecting the scan material and scanning. Each mode of operation is shown below:

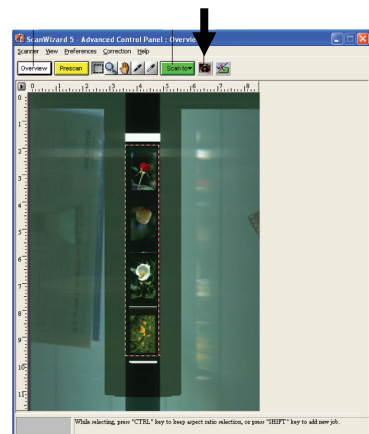
### Standard Control Panel:

In the Preview window, click the **Original** button, and choose **Positive** or **Negative Film**, depending on the material you are scanning. When you are ready to scan, click on the **Scan To** button, and select where the scanned image will be sent (to image or OCR editing application, to disk, to printer, or to e-mail or web-site program).



### Advanced Control Panel:

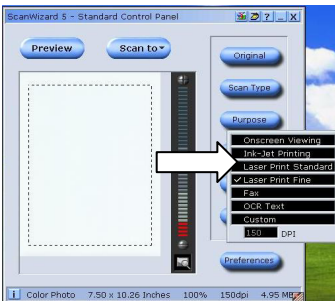
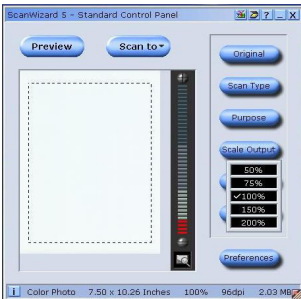
In the Preview window, click on the **Scan Material** icon, and choose **Positive** or **Negative Film**, depending on the material you are scanning; When you are ready to scan, click the **Scan To** button.



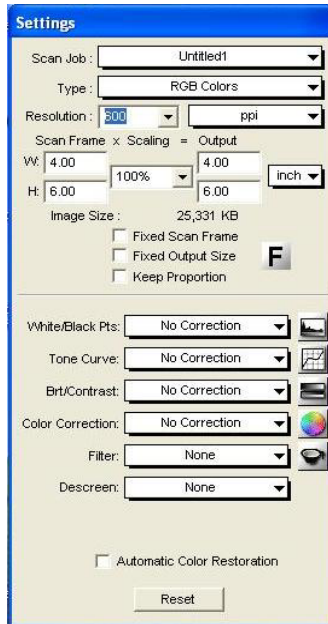
# GETTING THE BEST RESULTS

To obtain the best results when scanning with the Transparency Adapter, set the scan resolution to a minimum 600 dpi and the scaling to 100%. Refer to the diagrams below for more information on how to set these values in ScanWizard 5 Standard and Advanced Control Panels.

## Standard:



## Advanced:



# OPTICAL CHARACTER RECOGNITION (OCR) SOFTWARE

If you want to scan text which is to be subsequently edited with a word processing program, you require an OCR program. This program reads a document and attempts to recognize all of the letters, special characters and numbers present in the text. In order to achieve the highest possible recognition rate, the program uses the newest OCR technologies as well as intelligent error correction.

The recognition rate depends on:

<b>Recognition Rate</b>			
	Very high	Good	Problematic
Original	High print quality, high contrast, example: black and white brochures	Standard print quality, two-color, good contrast. Example: newspapers, magazines, books	Poor print quality, multiple color, low contrast
Fonts	Standard fonts from printed media: Times, Arial, etc.	Slightly modified standard fonts of the same type	Abstract fonts, hand writing
Scanning quality	1 bit, b/w line drawing	-	All other resolutions

# TECHNICAL QUESTIONS AND ANSWERS

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## WHICH RESOLUTION FOR WHICH PURPOSE?

Purpose	Resolution	Color depth
Color picture, print-out	150 dpi	24 to 48-Bit
Greyscale pictures/photos	200 dpi	10-Bit
Text recognition	300 dpi	1-Bit

For greater quality requirements, higher values can be set, but these require far more memory and therefore slow down the speed of the scanning process.

Text recognition functions optimally with the settings given.

## MEMORY REQUIREMENT FOR DIFFERENT RESOLUTIONS

Scanning an original with an area of 10 x 10 cm uses the following amount of memory with the resolution stated:

	100 dpi	150 dpi	300 dpi	600 dpi
Line picture	19.5Kb	44Kb	175Kb	703Kb
Greyscale	156Kb	352Kb	1.37MB	5.5MB
Color	469Kb	1MB	4.12MB	16.5MB

## WHAT DOES THE FOLLOWING MEAN?

Color depth	Number of colors which can be represented simultaneously. 1-Bit = $2^1 = 2$ colors = black/ white 8-Bit = $2^8 = 256$ colors 16-Bit = $2^{16} = 65,536$ colors 24-Bit = $2^{24} = 16,777,216$ colors
Dpi	Unit of resolution, number of <b>dots per inch</b> .
OCR	Text recognition
Pixel	Picture dot
Resolution	The ratio of the pixels (dpi) shown in the area.
TWAIN	Standard – this makes the exchange between the scanner and the computer possible.



# SERVICE

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## FIRST AID FOR MALFUNCTIONS

### TROUBLESHOOTING

In most cases, scanner problems have simple causes. We would like to give you some tips to solve the most common problems. Should these tips not help you solve your problems, please call us.

### BASIC INSTRUCTIONS

- Regularly running the Windows® program "**Defragmentation**" and "**Scan disc**" can eliminate errors and increase the operating system's performance.

### CHECK CONNECTIONS AND CABLES

Start by carefully checking all cable connections visually. Ensure that the computer and all peripheral equipment is properly connected to the power supply.

- Switch off the computer and check all cable connections. If the computer is connected to any peripherals, check the plug connections on all cables.  
Do not mix the cables for the various pieces of equipment. Though they may appear identical, the pin assignments in the connectors may differ from product to product.  
Once you have ensured the power supply to the equipment is in working order and all connections are intact, switch the computer back on.

## **ERRORS AND POSSIBLE CAUSES**

### **Flat bed scanner is not recognized:**

- Have you connected the cable provided, according to the installation instructions? Please check all cable connections.
- Did you restart the computer after installing the software from the supplied CD-ROM?
- Is it possible that an active scanning operation has not been completed? Check whether any programs that have access to the scanner are open.  
If applicable, close any scanner applications not required at the moment (e.g. OCR) to continue the desired operation.

### **The scanned images require too much memory.**

- The resolution selected is too high. If you require the scanned material for printout, a lower resolution is usually sufficient, which decreases the size of the file.
- The file was stored in an uncompressed format (e.g.: BMP). File formats such as JPG can store images without noticeable loss of details and require only a fraction of the original storage space.

### **Optical character recognition does not function properly or not at all.**

- Is the original document of good enough quality?  
It is not possible to recognize some poor quality faxes, hand writing or abstract fonts. Fonts used in newspapers should be OK.
- Wrong resolution set.
- Microsoft Word may output an error message during macro-update (installation).  
This error can be ignored.

### **The material scanned cannot be processed by the application program....**

- The application program used must support the format you selected for the file.  
For example if a scanned document is a form, it is usually a mixture of both text and graphics.  
In order to process such a file, it is usually necessary for the file to be incorporated as graphics with the property "behind the text."
- Under certain circumstances, an error message may be displayed in certain word processing programs. However, optical character recognition still functions.

## **TECHNICAL SUPPORT**

This flat bed scanner has been vigorously tested in our laboratories in conjunction with a wide variety of devices and peripherals. However, it is not unusual, that drivers are updated from time to time. This is due to possible compatibility problems with other components, programs and equipment not yet tested with the flat bed scanner.

The latest information on your products and the most current driver updates are available at the following URL address on the Internet:

<http://www.medionusa.com>

### **DO YOU NEED ADDITIONAL HELP?**

Should our suggestions in this manual not solve your specific problem, please contact our helpline. We will try and help you over the telephone. However, before you contact us, it would be helpful to have the following information available:

- What is your computer configuration?
- What additional peripheral devices do you use?
- What error messages, if any, appear on your screen?
- What software program(s) were you using when the error occurred?
- What steps have you already undertaken to solve the problem?
- If you have received a customer number before, please refer to this number when you call.

## **WARRANTY**

MEDION warrants to our customers that this product is free from defects in materials and workmanship as follows: for a period of two (2) years from the date of original purchase, defective parts or a defective product returned to a MEDION repair facility or a MEDION Authorized Service Center ("ASC") for such product, as applicable, and proven to be defective upon inspection, will be exchanged for new or comparable rebuilt parts, or a refurbished product, as determined by the MEDION repair facility or the ASC.

Limited warranty repair or replacement shall not extend the original limited warranty period of the defective product. This limited warranty does not cover any supplies or accessories.

**EXCLUSIONS:** this limited warranty does not apply, and you will have no remedy hereunder with respect to (a) products that have been modified, opened, repaired or otherwise altered, except by MEDION or an ASC, (b) products that have been damaged or destroyed after delivery to the customer, (c) any third party software, interfaces, parts, supplies, peripherals or other products or any defects resulting from use of the product in connection with such third party products, (d) defects resulting from improper or inadequate maintenance, calibration or site preparation, (e) defects resulting from any misuse, abuse, accident, neglect, negligence or any use other than in accordance with the handling or operating instructions provided by MEDION, (f) defects resulting from exposure to unusual physical or electrical stress or from any operation other than in accordance with the published environmental specifications for the product.

TO THE EXTENT ALLOWED UNDER APPLICABLE LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND MEDION SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NO IMPLIED WARRANTY APPLIES TO THE PRODUCT AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE. Some countries, states or provinces do not allow exclusions or limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This

limited warranty gives you specific legal rights and you might also have other rights that vary from country to country, state to state, or province to province.

MEDION's limited warranty is valid in any country or locality where MEDION has a support presence for this product and where MEDION has marketed this product. The level of warranty service you receive may vary according to local standards. MEDION will not alter form, fit or function of the product to make it operate in a country for which it was never intended to function.

TO THE EXTENT ALLOWED UNDER APPLICABLE LAW, THE REMEDIES IN THIS LIMITED WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL MEDION OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. IN NO EVENT SHALL RECOVERY OF ANY KIND AGAINST MEDION BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY MEDION WHICH CAUSED THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, YOU ASSUME ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO YOU AND YOUR PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF USE OR MISUSE OF, OR INABILITY TO USE THE PRODUCT NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF MEDION. Some countries, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT AS LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Please note the following:

Be sure to keep your purchase receipt in a safe place. MEDION, at its option, may require a copy of the receipt to validate the warranty period effective date (i.e. date of purchase). Warranty liabil-

ity only applies to material or factory faults. It does not apply to damage due to breakage, for example, a crack in the housing. Our service includes unit exchange or send-in repair:

#### Unit Exchange

In locations where Unit Exchange is available, MEDION will send you a replacement product. You must return the defective product to MEDION (using the shipping carton that the new one came in.)

#### Send-In Repairs

In locations where Send-In Repair Service is available, repair service can be obtained by shipping your product to the MEDION Repair Center. The product will be repaired and returned to you.

For either Unit Exchange or Send-In Repairs, you must have an authorized RMA number from Medion support before shipping your defective product.

Replacement products may be either new or equivalent in performance to new. MEDION replacement or repaired products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

#### Out-of-Warranty Support

In addition to providing free technical support during the warranty period, MEDION is also available to support your product after the warranty period has ended. This out-of-warranty support will be provided on a fee basis.

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