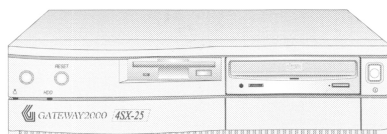
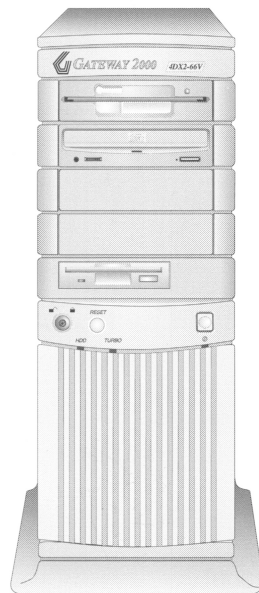


GATEWAY 2000®

3 YEAR PARTS ONLY WITH 1 YEAR ON-SITE
LIMITED WARRANTY
FOR DESKTOP AND TOWER SYSTEMS

- ▲ 30 Day Limited Money Back Guarantee
- ▲ Gateway 2000 Telephone Numbers
- ▲ Toll-free Technical Support
- ▲ Returning Equipment to Gateway 2000 for Repair
- ▲ One Year Limited On-site Service
- ▲ Three Year Parts Only Limited Warranty
- ▲ Obtaining Service Under This Warranty
- ▲ Obtaining Parts for Your Gateway 2000 System



NOTICES

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Gateway 2000®
610 Gateway Drive
North Sioux City, SD 57049

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In the interest of continued product development, Gateway 2000 reserves the right to make improvements in this manual and the products it describes at any time, without notice or obligation.

Trademark Acknowledgments

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Gateway 2000®
Warranty/Customer Support Information
Part #WARMAN002ADUS
11/25/94

Printed in USA

GATEWAY 2000 30-DAY LIMITED MONEY BACK GUARANTEE

Gateway 2000 is so confident in the quality of our computer systems that we offer the original purchaser a money-back guarantee, subject to the following terms and conditions:

1. With your customer ID, system serial number, and order number ready, call your Gateway 2000 representative. If we cannot rectify the problem to your satisfaction, we will issue an RMA (Returns Material Authorization) number and authorize the return of the system.
2. Ship the system back to us, freight prepaid and insured. Please pack it carefully, using the original box and packing material. Include all accessories, disks, cables, and manuals supplied with the system. Write the RMA number in large, clear characters on the outside of each box you send us. Gateway 2000 assumes no responsibility for equipment during shipment from the customer to our factory.
3. Equipment must be in as-new, undamaged condition to receive credit. Opened software cannot be returned for credit, except Gateway 2000 versions of DOS and Windows may be returned for credit.
4. To receive a refund, the system must be received at our factory *within 30 days* from the date you received your system. A copy of your invoice establishing proof of purchase must accompany all returned products.
5. Refunds will be sent to you. Refunds for systems purchased with a credit card will be paid by issuing a credit on your card.

NO SHIPPING CHARGES ARE REFUNDABLE

GATEWAY 2000 TELEPHONE NUMBERS

Customer Service: 800/846-2000

The Gateway 2000 Customer Service department can assist you with *non-technical* questions. This is the number to call to change your address or inquire about orders, bills, and invoices.

Technical Support: 800/846-2301

Call this number if you have technical questions about your Gateway 2000 computer system. (You can use this number from both the U.S. and Canada). **You can help us serve you much faster if you have your Customer ID and order number ready before you call.**

Add-on Components: 800/846-2080

Call this number to purchase software, upgrades, and accessories for your computer.

International callers: 605/232-2000

From outside the U.S. or Canada use this number to reach Customer Service, Technical Support, or Sales.

FAX Numbers: **605/232-2182 Technical Support**
 605/232-2023 Customer Service and Sales
 605/232-2561 FaxBack Service (menu driven; we fax you!)

Gateway 2000 BBS: **605/232-2224** (V32.bis/HST Dual Standard 300-57600 bps)
 800-846-7562 Download Service

Technical Support maintains a free electronic bulletin board system (BBS) at this number. You can access the BBS almost 24 hours a day; 8 data bits, no parity, 1 stop bit. It's a handy way to get answers to questions, find software, offer comments, and share information with your friends at Gateway 2000 and other Gateway 2000 customers.

Online Services:	Spaceworks	select gateway
	CompuServe	go gateway
	America Online	keyword gateway
	Prodigy	GATE99A (jump gateway)
	GEnie	gateway 2000 at any prompt
	DELPHI	gateway 2000
	Internet	tech@gw2kbbs.com
		custserv@gw2kbbs.com
		sysop@gw2kbbs.com

TOLL-FREE TECHNICAL SUPPORT

Our toll-free technical support line operates from 6 a.m. to midnight weekdays and 9 a.m. to 2 p.m. on Saturdays (Central Time).

Gateway 2000 provides toll-free technical support for the life of your system. Most problems can be diagnosed over the phone; and if necessary, a replacement part is quickly shipped out to you or service is arranged. Gateway 2000 does not, however, provide support for products purchased from third party vendors. **Please fill out the registration box on the back cover of this booklet and have the information ready when you call.**

RETURNING EQUIPMENT TO GATEWAY 2000 FOR REPAIR

If we are unable to resolve your problem over the phone, we will gladly service your system at the factory. Refer to the limited warranty in this booklet to learn about your specific rights and responsibilities.

Obtain an RMA (Return Merchandise Authorization) number before you return your equipment to avoid delays, accounting errors, or even loss of your system. Please follow these instructions when returning equipment for service:

Customers should ship defective equipment to us at:

Gateway 2000

700 East 54th Street North
Sioux Falls, SD 57104 USA

Always contact Gateway 2000 to obtain an RMA number before you return anything. Put the RMA number on every box you ship to us!

- Back up your hard disk before returning your system.** Our technicians often reformat the hard disk while verifying that it is functioning properly. This process erases all files on the disk.
- The technician who authorizes the return of your equipment will give you an RMA number. **Write the number in large, clear characters on the outside of each box you ship to us.** Boxes without an RMA number clearly visible may be refused by our receiving department.
- Include a brief note describing the conversations you have had with Gateway 2000 personnel regarding the problem. Include your customer ID number, system serial number, and order number. In case we have any questions, list the name and telephone number of the person directly responsible for maintaining the equipment.
- Use the original box and packing material to protect the equipment from damage in shipment. Do not include unnecessary items (such as software and manuals). **For your protection, insure the shipment for full replacement value and use a reliable shipper.** Gateway 2000 assumes no responsibility for equipment during shipment from customer to factory, whether in or out of warranty.

ONE YEAR LIMITED ON-SITE SERVICE

If we are unable to resolve your hardware problem over the telephone, we may decide that the best way to correct it is to send a technician to your location, assuming this service is available in your area, and an adult 18 years or older, is present for the on-site visit. If the Gateway 2000 technician decides on-site is needed, the Gateway 2000 technician will arrange shipment of a replacement part(s) to your location.

Upon shipment of the replacement part(s), the on-site service call will be requested with the on-site vendor. The on-site vendor will contact you (the Gateway 2000 customer) to confirm the part(s) delivery. Provided the replacement part(s) are at your location, will then schedule the actual on-site visit date and time.

On-site service hours are Monday through Friday, 8:00 a.m. until 5:00 p.m., local site time, excluding holidays. On-site service is not always the best or fastest solution. In cases of disagreement over whether on-site service is to be provided, the Gateway 2000 technician's decision will stand. Your understanding in this matter is appreciated.

The On-site Service portion of your warranty covers one (1) year from the original date of delivery of your Gateway 2000 system.

THREE YEAR PARTS ONLY LIMITED WARRANTY

Gateway 2000 warrants to the original purchaser that this hardware system, excluding items such as software, disks, and related documentation, will be free from defects in material and/or workmanship for three (3) years from the date of delivery. This excludes external peripherals such as printers, scanners, and non-Gateway 2000 monitors, which are covered for one (1) year. Warranty for re-manufactured (purchased through Gateway 2000 Factory Outlets) or pre-owned units remains one (1) year limited parts. During the warranty period, Gateway 2000 will correct any defects in material or workmanship, or any failure of the hardware system to conform to specifications, at no charge for in-house labor and materials. Shipping costs must be prepaid. Any replacement parts/products shall be new or serviceably used, and are warranted for the remainder of the original warranty or thirty (30) days, whichever is longer. This warranty period is not extended as a result of purchasing any additional parts/products from us or upgrading your Gateway 2000 computer. The original purchaser must promptly notify Gateway 2000 in writing if there is a defect in material or workmanship. Written notice in all events must be received by Gateway 2000 before expiration of the warranty period. This warranty is not transferable.

International Warranty

The Warranty for international customers is the same as for customers within the United States, with the following exceptions: Customers who purchase their systems through an international reseller will have their warranty covered through that reseller. On all orders for replacement products, the customer must pay for the products and shipping costs before the products are shipped. When the defective products are returned to Gateway 2000, Gateway 2000 will refund the cost of the products — shipping charges are not refundable. Gateway 2000 is also not responsible for any customs fees, taxes or VAT that may be due. You must pay all customs fees, taxes, or VAT that may be due.

Gateway 2000's fax/modems work in the U.S. and the following countries: Argentina, Antigua, Aruba, Bahamas, Bermuda, Belize, Bolivia, Brazil, Canada, Cayman Islands, Columbia, Costa Rica, Chile, Curacao, Dominica, Dominican Republic, Ecuador, El Salvador, French Guyana, Guadeloupe, Grenada, Guam, Guatemala, Guyana, Honduras, Jamaica, Martinique, Mexico, Marshall Islands, Nevis, Netherlands Antilles, Nicaragua, Paraguay, Peru, Panama, Puerto Rico, Saipan, Suriname, St. Lucia, St. Kitts, St. Vincent and Grenadines, Tortola, Trinidad and Tobago, Uruguay, U.S. Virgin Islands and Venezuela. GATEWAY 2000 OFFERS NO SUPPORT FOR FAX/MODEMS IN COUNTRIES NOT LISTED ABOVE. Use of the fax/modem while in countries not listed is exempt from the Warranty. Gateway 2000 disclaims any warranties, express or implied (including all implied warranties of merchantability or fitness for a particular purpose). No oral or written information (including but not limited to the 30-day money back guarantee), or advice given by Gateway 2000, its agents or employees shall create a warranty or in any way increase the scope of this Warranty. This Disclaimer of Warranties and Limited Warranty are governed by the laws of the State of South Dakota.

This Limited Warranty covers normal use. Gateway 2000 does not warrant or cover:

- damage during shipment other than original shipment to purchaser;
- damage caused by impact with other objects, dropping, falls, spilled liquids, or immersion in liquids;
- damage caused by a disaster such as fire, flood, wind, earthquake, or lightning;
- damage caused by unauthorized attachments, alterations, modifications or foreign objects;
- damage caused by peripherals;
- defects caused by failure to provide a suitable installation environment for the hardware system;
- damage caused by the use of the hardware system for purposes other than those for which it was designed;
- damage from improper maintenance;
- damage caused by any other abuse, misuse, mishandling, or misapplication
- products purchased from third party vendors.

Gateway 2000 and its suppliers' liability for failure to repair the hardware system to conform to the warranty after a reasonable number of attempts will be limited to a replacement of the hardware system or, at Gateway 2000's option, to a refund not to exceed the purchase price of the hardware system. These remedies are the Purchaser's *exclusive* remedies for breach of warranty.

Under no circumstances shall Gateway 2000 or its suppliers be liable for any special, incidental, or consequential damages based upon breach of warranty, breach of contract, negligence, strict liability, or any other legal theory. Such damages include, but are not limited to, loss of profits, loss of revenue, loss of data, loss of use of the hardware system or any associated equipment, cost of capital, cost of substitute or replacement equipment, facilities or services, down time, purchaser's time, the claims of third parties, including customers, and injury to property.

DISCLAIMER OF WARRANTIES

THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE), ARE HEREBY DISCLAIMED. NO ORAL OR WRITTEN INFORMATION (INCLUDING BUT NOT LIMITED TO THE 30-DAY MONEY BACK GUARANTEE), OR ADVICE GIVEN BY GATEWAY 2000, ITS AGENTS OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.

THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF SOUTH DAKOTA.

OBTAINING SERVICE UNDER THIS WARRANTY

In the unlikely event that you have a problem with your Gateway 2000 computer system, the following guidelines apply when obtaining service from Gateway 2000:

Please follow this procedure:

1. With your Customer ID number, system serial number, and order number ready, call our Technical Support Department:

(800) 846-2301 (toll-free inside the US and Canada)
(605) 232-2000 (local and international)

2. A technician will troubleshoot your problem over the phone. If the technician determines that a part/product is defective and that (under your warranty) you should receive a replacement part/product, a replacement part/product will be sent to you at our expense.

We can ship replacements before you return the defective product if you follow this procedure:

- a. The technician will give you an RMA number for the defective part/product over the phone.
- b. The technician will ask for your credit card account number and expiration date. Within the United States, this is for security purposes only; nothing is charged to your credit card if you return the defective product to us within 14 days. On international orders, we will charge your credit card for the replacement part/product and the shipping charge. After you return the defective product, we will credit your charge card for the cost of the part/product, less the shipping charge. Gateway 2000 will not reimburse customers for any customs fees, taxes, or VAT that may be due. Gateway 2000 does not reimburse customers for any losses caused by fluctuations in foreign exchange rates occurring between the time your credit card is charged and refunded.
- c. If, after receiving the replacement part/product you need help installing it; call Technical Support. A technician will walk you through the installation over the phone.
- d. Include a brief note describing the problem. In case we have any questions, list the name and telephone number of the person directly responsible for maintaining the equipment.
- e. Ship the defective part/product to us, freight prepaid and insured. Pack the part/product carefully, using the original box and packing material. **Mark the RMA number clearly on the outside of each box.** Gateway 2000 assumes no responsibility for equipment during shipment from customer to factory.
- f. You will receive an invoice for the part/product, but will not be charged for the invoice amount if we receive the defective product from you within 14 days. We will issue you a credit memo upon receipt of the product. On international orders, we will charge your credit card for the replacement part/product and the shipping charge. After you return the defective product, we will credit your charge card for the cost of the part/product, less the shipping charge.

In some cases, we may ask you to return the system to Gateway 2000 for service:

- a. The technician will give you an RMA number over the phone. Write the number in large, clear characters on the outside of each box you send us. Gateway 2000 is not responsible for shipments without RMA numbers.
- b. Include a brief note describing the problem. In case we have any questions, list the name and telephone number of the person directly responsible for maintaining the equipment.
- c. It is your responsibility to back up any data you have stored on the hard disk before returning the system. Gateway 2000 assumes no responsibility for loss of data on the hard disk.
- d. You are responsible for shipping the system back to us, freight prepaid and insured. Please pack it carefully, using the original box and packing material. Do not include any products from other vendors. Gateway 2000 assumes no responsibility for equipment during shipment from customer to factory.
- e. Upon receipt of the system, Gateway 2000 will, at its option, repair or replace parts or the system to whatever extent it deems necessary to restore the system to proper operating condition. We will send repaired parts/products back to you via the method of our choice within the United States and Gateway 2000 will pay for the shipping. Expedited shipping methods are available upon request for an additional charge. International customers are responsible for shipping costs in both directions.

OBTAINING PARTS FOR YOUR GATEWAY 2000 SYSTEM

ADD-ON PARTS

Gateway 2000 customers may purchase additional parts/products outside of a system purchase from Gateway 2000 for their Gateway 2000 computer systems. (Call our Add-on Components Department to verify current product availability.) Warranty on these parts/products purchased is one (1) year from the date of delivery. Customer must provide the correct Customer ID, system serial number, and order number.

REPLACEMENT PARTS

After the third year (defined as three years from the date of delivery of your Gateway 2000 system), the customer may purchase replacement parts/products, if needed, from Gateway 2000. The customer is responsible for installation of replacement parts/products, and shipping charges. This warranty applies only to products which were purchased from Gateway 2000 for Gateway 2000 computer systems. Warranty on these parts/products purchased is one (1) year from the date of delivery. Customer must provide the correct Customer ID, system serial number, and order number.

COMPUTER SYSTEM OWNER'S RESPONSIBILITIES

Your Gateway 2000 computer is engineered to provide you years of reliable service. However, give it the same care and protection as you would any other valuable piece of electronic equipment.

1. Unpack the components carefully. Look for any damage caused during shipping. Contact the shipping company immediately if you detect damage.
2. Read the manuals when connecting and setting up the computer system for the first time.
3. To ensure long term trouble free use of your system, maintain an appropriate environment. Avoid the following:
 - smoke, dirt, and dust
 - magnetic fields (including fans, air conditioners, radios, large speaker systems, and other electric motors)
 - extreme conditions of temperature and humidity.
4. Never stack books or magazines on top of, under, or behind the computer or the monitor; do not push the computer against a bookcase or wall that restricts the air from circulating freely around the entire case.
5. Observe static electricity precautions.
6. Protect your system against computer viruses.

Upon receipt of your Gateway 2000 computer, please fill in the following information for future reference when contacting any Gateway 2000 department. **This is very important.**

These are found
on your invoice.

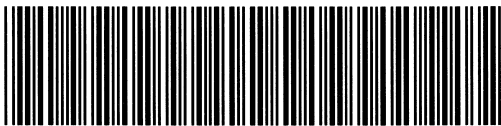
Customer ID # : _____

Original Order # : _____

System Model : _____

This is found on
the back of your
computer.

System Serial # : _____



WARMAN002ADUS

