



Part Number: 00N4653

IBM ThinkPad 570 Direct Dock Adapter Help and Service Information and Product Warranty

Help and Service Information

If you have questions about your new IBM ThinkPad 570 Direct Dock Adapter or require technical assistance, visit the IBM Personal Computing Support Web site at <http://www.pc.ibm.com/support>. You can also get help and information through the IBM PC HelpCenter in your geography (please check your 570 User's Guide for phone numbers and operating times). Response time might vary depending on the number and nature of the calls received.

Marketing, installation and configuration support through the HelpCenter will be withdrawn or made available for a fee at IBM's discretion, 90 days after the option has been withdrawn from marketing. Additional support offerings, including step-by-step installation assistance, are available for a fee.

During the warranty period, assistance for replacement or exchange of defective components is available.

Step 1. Problem Solving

You might be able to solve the problem yourself. Before calling the HelpCenter, please prepare for the call by following these steps:

1. If you are having installation or configuration problems, refer to the detailed sections on installation found in this manual.
2. Visit the Personal Computing Support Web site specific to the model of option you have purchased. Updated installation instructions, hints and tips, or updated system-specific notes are often published in this section. You might find that later device drivers are available that will improve the performance and compatibility of your ThinkPad 570 Direct Dock Adapter.

Also visit the support Web page for the IBM ThinkPad 570. These pages might also contain useful hints and tips related to the installation of the ThinkPad 570 Direct Dock Adapter and might refer to BIOS or device-driver updates required for your ThinkPad 570.

3. Uninstall then reinstall the ThinkPad 570 Direct Dock Adapter. Be sure to check that the position and orientation of connectors match the instructions in this manual.

Preparing for the Call

To assist the technical support representative, have available as much of the following information as possible

- Computer manufacturer and model: IBM ThinkPad 570
- Option name: IBM ThinkPad 570 Direct Dock Adapter
- Proof of Purchase
- Exact wording of the error message (if any)
- Description of the problem
- Hardware and software configuration information for your system

If possible, be at your computer. Your technical support representative might want to walk you through the problem during the call.

Placing the call to IBM

If you call 90 days or more after the date of withdrawal or after your warranty has expired, you might be charged a fee.

For the telephone number and support hours by country, refer to either the following table, the enclosed technical support insert, or to the HelpCenter phone list in your 570 User's Guide. If the number is not provided, contact your IBM reseller or IBM Marketing representative.

Support 24 hours a day, 7 days a week in the countries below

| | |
|-----------------------|----------------|
| Canada | 1-800-565-3344 |
| U.S.A. or Puerto Rico | 1-800-772-2227 |

Additional technical support resources

Online technical support is available during the life of your product. Online assistance can be obtained through the Personal Computing Web site, the PSG Electronic Bulletin Board System (BBS) and the IBM Automated Fax System

Online Technical Support

| | |
|---|---|
| IBM Personal Computing Support Web site | http://www.pc.ibm.com/support Select Notebook & PDA Support |
| IBM PSG BBS | 1-919-517-0001 |
| IBM Automated Fax System | 1-800-426-3395 1-800-465-3299 (in Canada) |

Product Warranty

The ThinkPad 570 Direct Dock Adapter is sold and warranted by Compu-Lock, an IBM ThinkPad Proven Partner.

Statement of Limited warranty

The warranties provided by Compu-Lock in this Statement of Limited Warranty apply only to the ThinkPad 570 Direct Dock Adapter you originally purchase for your use, and not for resale, from Compu-Lock or your reseller. Unless Compu-Lock specifies otherwise, the following warranties apply only in the country where you acquire the Adapter. If you have any questions, contact Compu-Lock or your reseller.

Warranty

Compu-Lock warrants the ThinkPad 570 Direct Dock Adapter to be free of defects in material and workmanship for a period of one year. If your ThinkPad 570 Direct Dock Adapter proves defective in materials or workmanship during this period, Compu-Lock will promptly repair or replace it.

Warranty Service

To obtain warranty service for the ThinkPad 570 Direct Dock Adapter, you should call IBM. For the telephone number and support hours by country, refer to either the following table, the enclosed technical support insert, or to the HelpCenter phone list in your 570 User's Guide. If the number is not provided, contact your IBM reseller or IBM Marketing representative.

Support 24 hours a day, 7 days a week in the countries below

| | |
|-----------------------|----------------|
| Canada | 1-800-565-3344 |
| U.S.A. or Puerto Rico | 1-800-772-2227 |

You may be required to provide proof of purchase.

Compu-Lock will provide certain types of repair and exchange to restore your Adapter to good working order.

When a type of service involve the exchange of the Direct Dock Adapter, the item Compu-Lock replaces becomes its property and the replacement becomes yours. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assume the warranty service status of the replaced item. Before Compu-Lock exchanges

a part, you agree to remove all features, parts, options, alternations and attachments not under warranty service. You also agree to ensure that the ThinkPad 570 Direct Dock Adapter is free from any legal obligation or restrictions that prevent its exchange.

You agree to:

1. obtain authorization from the owner to have Compu-Lock or your reseller service the Direct Dock Adapter that you do not own; and
2. where applicable, before service is provided ---
 - a) follow the problem determination, problem analysis, and service request procedures that Compu-Lock or your reseller provide,
 - b) secure all programs, data and functions contained in a Machine, and
 - c) inform Compu-Lock or your reseller of changes in a Machine's location.

Compu-Lock is responsible for loss of, or damage to, your Direct Dock Adapter while it is in 1) Compu-Lock's possession or 2) in transit in those cases where Compu-Lock is responsible for the transportation charges.

Extent of Warranty

Compu-Lock does not warrant uninterrupted or error-free operation of an Adapter warranties may be voided by misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, removal or alteration of a Machine or parts identification labels or failure caused by a product for which Compu-Lock is not responsible.

THESE WARRANTIES REPLACE ALL OTHER WARRANTIES, CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF EXPRESS OR LIMITATION MAY NOT APPLY TO YOU. IN THAT EVENT SUCH WARRANTIES ARE LIMITED DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD.

Limitation of Liability

Circumstances may arise where, because of a default on Compu-Lock's part of other liability, you are entitled to recover damages from Compu-Lock. In each such instance, regardless of the basis on which

you are entitled to claim damages from Compu-Lock (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Compu-Lock is liable only for:

1. damages for bodily injury and damage to real property and tangible personal property; and
2. the amount of any other actual direct damages or loss, up to the greater of U.S. \$100,000 or the charges (if recurring, 12 months' charges apply) the machine that is the subject of the claim.

UNDER NO CIRCUMSTANCES IS COMPU-LOCK LIABLE FOR ANY OF THE FOLLOWING:

1. THIRD-PARTY CLAIMS AGAINST YOU FOR LOSSES OR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE);
2. LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR
3. SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF COMPU-LOCK OR YOUR RESELLER IS INFORMED OF THE POSSIBILITY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.