

## **ON-SITE WARRANTY — IMPORTANT INFORMATION**

**BEFORE CALLING NWS for ON-SITE Service, please read the the following information.**

**Your on-site warranty starts AFTER the 7 Day D.O.A. period and covers HARDWARE issues only.**

Software issues such as viruses, trojans, malware, incorrect and conflicting software & drivers are NOT covered under this or any warranty. Please bear in mind that no anti-virus program is 100% safe & secure.

Before calling NWS for service, please make certain that it is a hardware issue. The best way to do this is by reinstalling your operating system (Windows etc).

NWS can and will charge for service if it is found not to be a Hardware related issue.

As a condition of your on-site warranty you must use a SURGE PROTECTOR at all times.

### **7 DAY D.O.A. period.**

It is your responsibility to check that your computer is fully functional, such as Audio etc. and report any hardware faults to GR-TEK within the first 7 Days of receiving your computer. Hardware failures within the first 7 days are deemed D.O.A and MUST be logged with GR-TEK.

**After the 7 Day D.O.A. period has expired, do not call NWS for service and claim, for example** *“It has happened from the very beginning when I first received the computer” or “ I have had no audio from the beginning” etc* NWS will deem the problem a D.O.A and NOT provide service. It will then be your responsibility to ship the system back to us for evaluation/repair.

**Please call NWS for any hardware faults that occur after the 7 day D.O.A. period has expired.**

If uncertain if the issue is Hardware or Software related please go to [www.gr-tek.com.au/support](http://www.gr-tek.com.au/support) or contact us at [sales@gr-tek.com.au](mailto:sales@gr-tek.com.au) and we will help to diagnose the problem.

Please make certain you state the EXACT nature of the problem and how often. Please DO NOT exaggerate, as this only hinders the diagnosis of the problem and may VOID your warranty.

For FAQ's and common issues please refer to the FAQ section in your Quick Start Guide & user Manual— Windows 7 & 8

Otherwise please check the FAQ & the first few links at [www.gr-tek.com.au/support.php](http://www.gr-tek.com.au/support.php)

While every effort has been made in our extensive testing we cannot guarantee that this computer will run all and any software flawlessly. Please refer to the software/game manufacturer.

## **Checklist before calling NWS for On-Site Warranty Service.**

### **My System crashes/freezes while playing games.**

If you find that the freezing issue happens during a particular program or game, simply Google it. For example; MINECRAFT CRASHING or Battlefield 3 Crashing/freezing/bluescreen (these sorts of problems are common) You will find millions of results for these particular searches. Among these results you should also find ways that could resolve these issues.

Check your USB items, see below for details.

### **My System does not turn on. No Fans, No Lights, nothing at all.**

Unplug everything from the back of the computer and let it stand for several hours. Then plug in the power and monitor and nothing else extra. If the system starts then plug in a keyboard & mouse and try again.

Check your USB items, see below for details.

If the system does not start at all, call NWS for on-site warranty (possible PSU problem)

### **My System does not go into Windows, it just keeps rebooting.**

This issue is mostly caused by an incompatible USB item. You may also need to do a Windows Restore or a full re-install of Windows.

Check your USB items, see below for details.

## **USB ITEMS**

Even though they may work on your old system/laptop, these can and often create many different issues on your computer.

**Plugging in a keyboard & mouse into a Blue USB port (USB 3.0) can cause issues.**

**RAZER Keyboards & Mice can cause issues especially when plugged into Blue USB ports (USB 3.0)**

**Flash drives, External Hard Drives, USB Phone chargers, Headphones, Speakers and so on, all can cause instability issues on your computer.**

**If experiencing problems, Unplug all these items to see if this resolves the issue before calling for on-site warranty service.**

### **Your on-site warranty covers HARDWARE issues only.**

Software issues such as viruses, trojans, malware, incorrect and conflicting software & drivers are NOT covered under this or any warranty. Please bear in mind that no anti-virus program is 100% safe & secure.

Before calling NWS for service, please make certain that it is a hardware issue.

NWS can and will charge for service if it is found not to be a Hardware related issue.

**There are several tests you can conduct before calling for NWS for on-site warranty service.**

**These tests can verify the integrity of your Hardware such as the RAM, Graphics card etc.**

**Please visit <http://www.gr-tek.com.au/support.php>**

This item has a Customer Guarantee period of 12 months. During this period, under the Australian Consumer Law, you are entitled to a remedy for any faults that occur (excluding causes such as user or environmental damage)