

Product safety & warranty information.

E11445 / V1 / March 2016

ASUS ZenPad™ Z 8



ASUS Warranty Information Form

Mr/Mrs./Ms/Miss: _____

Telephone Number: _____

Address: _____

E-mail: _____

Purchase Date: _____ / _____ / _____ (DD/MM/YYYY)

Dealer's Name: _____

Dealer's Telephone Number: _____

Dealer's Address: _____

Serial Number



IMPORTANT! Please store this card in a secure location for future reference. ASUS reserves the right to request this document before accepting repair requests.

This ASUS manufacturer Warranty (hereinafter “Warranty”) is granted by ASUSTeK Computer Inc. Taiwan (“ASUS”) to “You”, the owner of the newly manufactured computer system, this Warranty card is being delivered with (hereinafter “Product”), subject to the following terms and conditions. Services under this Warranty will be rendered by ASUS accredited Service Agents and Repair Centers.

Warranty period of the Product

This Warranty applies for the period defined on the SSN label sticker on the 1st page of this warranty card (“Warranty Period”). For example, 24 means 24 months, and 36 means 36 months from the date the Product was first purchased by an end customer (“Date of Purchase”). If proof of purchase cannot be provided, the manufacture date as recorded by ASUS, based upon the serial number, will be deemed to be the start of Warranty Period.

Countries, states and regions requiring more extensive or additional warranty protection

This Warranty is given independently of any non-excludable statutory warranty or guarantee that may apply in the country, state, or region of purchase, and this Warranty does not affect or limit such non-excludable statutory warranties or guarantees. This Warranty card includes some additional legal information, which may be applicable to your country or region. This information is based upon information currently known to ASUS, and it may not be exhaustive. If your country, state or region requires additional non-excludable warranty protection, beyond what is included in this Warranty, ASUS will abide by all local laws and regulations, and this Warranty does not affect or limit such legal requirements.

Exclusion of Implied Warranties

ASUS warrants the Product supplied hereunder as described in this Warranty. This is ASUS’ sole warranty with respect to the Product. ASUS MAKES NO OTHER WARRANTY OF ANY KIND WHATEVER, EXPRESS OR IMPLIED; AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH EXCEED THE OBLIGATION IN THIS WARRANTY ARE HEREBY DISCLAIMED BY ASUS AND EXCLUDED FROM THIS AGREEMENT.

1. General

ASUS warrants the Product to be free from defects in workmanship and materials during the Warranty Period. The Warranty does not cover bundled accessories, which were delivered together with the Product such as: cables, bag, mouse etc. If the Product fails during normal and proper use within the Warranty Period, ASUS will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally at least equivalent to those originally supplied.

This Warranty applies only if the Product was newly manufactured on the Date of Purchase.

Please keep the original purchase invoice and this Warranty card for future service requests. This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, non ASUS modifications to the product, any software programs, normal wear and tear or any other event, act, default or omission outside ASUS' control. For further details please see section 6 of this Warranty Card.

All components repaired or replaced by an ASUS accredited Repair Center will be under Warranty for the remaining period of Warranty, but for no less than 3 months. The Repair Center may recover the originally configured operation system bundled with the Product. **ASUS will not restore or transfer any data or software from the Product's original storage media. If the Product is repaired, all user generated data may be permanently deleted.**

If ASUS provides any replacement Product or parts, you hereby agree to return to ASUS and transfer the ownership of the replaced Product and/or parts. The replaced Product and/or parts shall automatically become the property of ASUS.

2. Exclusion of Software Support; Software provided "as-is"

This Warranty covers the hardware of the Product. ASUS will provide technical support for the preinstalled software the Product is supplied with only to the extent that proper functioning of the hardware is concerned. For other problems with the software, we advise You to review the Quick Start guide, the ASUS support web site and/or other online resources. Third party software may require support from the respective vendors.

3. Customer responsibility when using the Product

- Read the Quick Start Guide first and use the Product only according to the Quick Start Guide.
- Do not leave the Product connected to the power supply once it is fully charged and not turned on; some electrical items are not designed to be left connected to the power supply for extended periods of time.
- Periodically create backup copies of the data stored on the Product.
- Keep the original packaging. In case the Product needs to be returned for repair, original packaging may provide a better protection for the Product during transportation.
- Please check the manual and ASUS support website for predefined solutions, before contacting the customer service.
- If the Product is designed with TPM (Trusted Platform Module) function, keep the embedded security chip pre-boot password in a safe place. **(Note: Due to the design of TPM, it is not possible for ASUS to reset the embedded security chip pre-boot password. If the password is lost, the Product can only be repaired by replacing the entire motherboard, which is not covered under the Warranty.)**

Contacting ASUS Customer Service

- Before contacting ASUS technical support, ensure that You have the Product in front of You and that it is turned on, if possible. Please also be ready to provide the Product's serial number, the model name and proof of purchase.
- Technical support hotline phone numbers can be found in at <http://support.asus.com>. Because contact information may change, please refer to the website for updated contact information.
- You will be required on request of ASUS to assist in troubleshooting for the Product, which may include such actions as the following examples:
- Recovering the system to restore the operating system, drivers and software to the original configuration the Product had when shipped from the factory;
- Installing updates, patches or service packs;
- Running diagnostic tools and programs on the Product;

- Allowing ASUS technical support agent to access the Product with remote diagnostic tools (when available);
- Performing other reasonable activities requested by ASUS, which will assist in identifying or resolving the problems.
- If the problem is not solved remotely, you will have to return the Product to an ASUS Repair Center (this process is called "RMA"). ASUS will issue a RMA number for Your Product. Please record Your RMA Number for tracking purposes.
- Describe the problem clearly and completely on the RMA request form.
- Enclose a copy of the completed Warranty card at the beginning of this Warranty, and a copy of Your sales receipt/invoice from the seller. (Please note: ASUS reserves the right to request the original sales receipt/invoice.) If You do not provide the receipt/invoice from the seller, your warranty period will be deemed to start from the manufacture date of the Product, based upon the serial number, rather than the date of purchase.
- **Ensure that You have fully backed up all the data stored on Your Product and removed any personal, confidential or proprietary information before any service process is started. You agree that ASUS may delete any data, software or programs installed on the Product without restoring them. It shall be Your own responsibility to prevent any permanent loss, damage or accidental misuse of Your data arising out of not creating a backup copy and deleting the data from the unit.**
- Pack the Product in a safe and stable packaging. The original packaging may be useful for this purpose. In any case, the packaging should meet the following requirements:
 - Use a rigid box with flaps intact
 - Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable
 - Wrap all items separately
 - Use adequate cushioning material
 - Use strong tape designed for shipping
 - Do not use string or paper over-wrap
 - Use a single address label that has clear, complete delivery and return information

- Place a duplicate address label inside the package
- Please do not send anything but the Product itself, unless specifically requested by ASUS. Please remove any accessories as well as any removable storage devices such as memory cards, discs, flash drives, from the Product. ASUS shall have no liability for the loss, damage or destruction of accessories or removable storage devices, unless they are caused by willful or gross negligent acts by ASUS.
- Remove or provide any password with which you used to secure the Product. If access to the Product is blocked by passwords, then ASUS may not be able to detect and repair all issues of the Product.
- If the Product is designed with TPM (Trusted Platform Module) function, provide the embedded security chip pre-boot password.

4. RMA methods

If RMA is necessary, you must deliver your product to the nearest ASUS Repair Center ASUS may, in its sole discretion, simplify the service procedure by offering you to deliver the Product to the retail shop where you bought it or through a free pick-up and delivery service.

Do not return to ASUS any contaminated Product or Product in a condition or under such circumstance that it is a danger to health and safety, including, but not limited to any Product which has come in contact with a biohazard, bodily fluids, infectious materials/substance, chemicals, hazardous substances, diseases, insects, vermin, radiation.

5. Exclusions from this limited Warranty Service

ASUS does not warrant uninterrupted or error-free operation of this Product. The Warranty only covers technical hardware issues during the Warranty period and under normal use conditions. This Warranty does not apply to software issues or customer induced damages or circumstances, such as but not limited to:

- (a) The Product has been tampered with, repaired and/or modified by non-authorized personnel;
- (b) The serial number of the Product, components or accessories has been altered, cancelled or removed;
- (c) The warranty seals have been broken or altered;
- (d) Obsolescence;

- (e) Damage (accidental or other) to the Product that is cosmetic, meaning damage that does not impact the operation and functioning of the Product, such as without limitation to rust, change in color, texture or finish, wear and tear, gradual deterioration;
- (f) Damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, use under abnormal conditions, accidental drops, spills, fire, or power surges;
- (g) Damage to the Product caused by improper installation, connection or malfunction of a peripheral device such as printer, optical drive, network card, or USB device, etc.;
- (h) Damage to the Product caused by an external electrical fault or any accident;
- (i) Damage to the Product resulting from use outside of the operation or storage parameters or environment detailed in the User's Manual;
- (j) Damage from improper installation, improper connection, or use of parts, components, and/or software not manufactured or sold by ASUS;
- (k) Damage to the Product caused by third party software or virus(es); or there is software loss or data loss that may occur during repair or replacement;
- (l) Unusability due to forgotten or lost security passwords;
- (m) Any contamination, condition or other circumstance of the Product, which ASUS, in its sole discretion, considers a danger to health and safety, including, but not limited to any contact between the Product and a biohazard, bodily fluids, infectious materials/substance, chemicals, hazardous substances, diseases, insects, vermin, radiation, or other;
- (n) Fraud, theft, unexplained disappearance or willful act;

6. Exclusion of any and all Damages

Except as provided in this Warranty, and to the maximum extent permitted by law, ASUS is not responsible for direct, special, incidental or consequential damages resulting from any breach of Warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to or corruption of data; or any indirect or consequential loss or damage whatsoever caused including the replacement of equipment and property, any costs of recovering or reproducing any data stored on or used with the Product. The foregoing limitation shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions by ASUS. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages; to the extent such jurisdiction is governing this Warranty the above limitations do not apply to You.

7. Privacy

You agree and understand that it is necessary for ASUS to collect, transfer and process personal data in order to facilitate the requested service; and that for this purpose Your data may be transferred to and processed in any country where ASUS or its affiliated companies maintain offices, ASUS will use and protect Your personal data at any time and in any country subject to the ASUS Privacy Policy. Please access and read the ASUS Privacy Policy under: http://www.asus.com/Terms_of_Use_Notice_Privacy_Policy/Privacy_Policy/.

8. Out-of-Warranty cases

Returning the Product to the ASUS Repair Center during the Warranty period does not automatically mean that it will be repaired free of charge. Upon receiving Your Product, ASUS reserves the right to check the validity of Your Warranty and Your request for Warranty service. If the Warranty Period has lapsed, or if any of the exclusions in section 6 apply, Your request will be deemed out of Warranty ("OOW").

If Your service request is OOW, a Service Charge List with the cost of repair may be provided to You, which you may accept or reject. If You accept, we will invoice You for the repair labor, spare parts and other costs stated in the Service Charge List. You must pay the invoice within 4 weeks of the date of issue of the invoice. The repair will only be completed after the invoice is settled.

To the extent permitted by the applicable law, ASUS may charge You a diagnostic fee (incl. transportation costs if any) of up to US \$100 (or the equivalent in local currency), if Your service request is OOW and you refuse the repair offer; or if Your Product does not require service.

9. Abandoned Property

After Your Product has been repaired, or if You do not agree to the repair offer, ASUS will offer to return Your Product via the agreed RMA method. If You do not pick up Your Product, or if delivery is not possible at the address provided by You, ASUS will send You a notice at the address You provided when requesting the service. If You still do not pick up the Product within a period of 90 days from sending the notice, ASUS reserves the right to claim damages from you, including the cost of storage; to dispose of the product in accordance with the applicable laws and regulations; and any statutory right of lien for unpaid charges.

10. Warranty and Support

This Warranty applies only in the country of purchase except:

- If the country of purchase is in these North American countries: USA, Canada, and Mexico, this Warranty entitles You, during the warranty period, to ASUS warranty service within these North American countries.

This Warranty provides the following additional restrictions:

- Service procedures may vary by country.
- Some service and/or spare parts may not be available in certain countries.
- Localized spare parts (such as keyboard/ keymats) may be replaced with the version available in the country where the repair is requested.
- Some countries may have fees and restrictions that apply at the time of service.

- Certain countries may require additional documentation, such as proof of purchase or proof of proper importation, prior to performing International Warranty and Support.

To enjoy the comprehensive ASUS warranty service, visit the ASUS Service website at <http://support.asus.com/contact> for detailed locations.

ASUS reserves the right to interpret the provisions in this ASUS Warranty Information. The information in this warranty card may change without prior notice, please visit the ASUS Support site at <http://support.asus.com> for the current and complete ASUS Warranty Information.

This Warranty is provided by:

ASUSTeK Computer Inc.

No. 15 Li-Te Road, Peitou

Taipei 112, Taiwan

Phone: +886-2-2894-3447

Federal Communications Commission Statement

This device complies with FCC Rules Part 15. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the Federal Communications Commission (FCC) rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by doing one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

For FCC and IC e-labelling information, please go to **Settings > About > Regulatory information**.

RF Exposure Information (SAR)

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

The exposure standard employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6 W/kg. Tests for SAR are conducted using standard operating positions accepted by the FCC with the EUT transmitting at the specified power level in different channels.

The highest SAR value for the device as reported to the FCC is 1.05 W/kg when placed next to the body.

The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of www.fcc.gov/oet/ea/fccid after searching on FCC ID: MSQP008.

Radio Frequency (RF) Exposure Information

The radiated output power of the Wireless Device is below the Industry Canada (IC) radio frequency exposure limits. The Wireless Device should be used in such a manner such that the potential for human contact during normal operation is minimized. This device has been evaluated for and shown compliant with the IC Specific Absorption Rate ("SAR") limits when installed in specific host products operated in portable exposure conditions.

Canada's REL (Radio Equipment List) can be found at the following web address:

<http://www.ic.gc.ca/app/sitt/reltel/srch/nwRdSrch.do?lang=eng>

Additional Canadian information on RF exposure also can be found at the following web address:

<http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf08792.html>

Limitation of Liability

Circumstances may arise where because of a default on ASUS' part or other liability, you are entitled to recover damages from ASUS. In each such instance, regardless of the basis on which you are entitled to claim damages from ASUS, ASUS is liable for no more than damages for bodily injury (including death) and damage to real property and tangible personal property; or any other actual and direct damages resulted from omission or failure of performing legal duties under this Warranty Statement, up to the listed contract price of each product.

ASUS will only be responsible for or indemnify you for loss, damages or claims based in contract, tort or infringement under this Warranty Statement.

This limit also applies to ASUS' suppliers and its reseller. It is the maximum for which ASUS, its suppliers, and your reseller are collectively responsible.

UNDER NO CIRCUMSTANCES IS ASUS LIABLE FOR ANY OF THE FOLLOWING: (1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES; (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 ASUS, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY.

Prevention of Hearing Loss

To prevent possible hearing damage, do not listen at high volume levels for long periods.



Power Safety Requirement

Products with electrical current ratings up to 6A and weighing more than 3Kg must use approved power cords greater than or equal to: H05VV-F, 3G, 0.75 mm² or H05VV-F, 2G, 0.75 mm².

ASUS Recycling/Takeback Services

ASUS recycling and takeback programs come from our commitment to the highest standards for protecting our environment. We believe in providing solutions for you to be able to responsibly recycle our products, batteries, other components as well as the packaging materials. Please go to <http://csr.asus.com/english/Takeback.htm> for detailed recycling information in different regions.

Coating notice

IMPORTANT! To provide electrical insulation and maintain electrical safety, a coating is applied to insulate the device except on the areas where the I/O ports are located.

Proper disposal



Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.



DO NOT throw the battery in municipal waste. The symbol of the crossed out wheeled bin indicates that the battery should not be placed in municipal waste.



DO NOT throw this product in municipal waste. This product has been designed to enable proper reuse of parts and recycling. The symbol of the crossed out wheeled bin indicates that the product (electrical, electronic equipment and mercury-containing button cell battery) should not be placed in municipal waste. Check local regulations for disposal of electronic products.



DO NOT throw this product in fire. DO NOT short circuit the contacts. DO NOT disassemble this product.

WARNING! This product may contain chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm. Wash hands after handling.
