



# Portable 40 GB USB 2.0 Hard Drive with Rescue and Recovery

## User's Guide





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## User's Guide

**Merk:** Before using this information and the product it supports, read the information in Tillegg C, "Service and Support", på side 19 and Tillegg D, "IBM Statement of Limited Warranty Z125-4753-08 04/2004", på side 23.

**Resirkulering av maskinvare**

Elektronisk utstyr er underlagt spesielle regler for avfallshåndtering og skal behandles på en miljømessig tilfredsstillende måte. Denne maskinen inneholder deler som kan gjenvinnes. Den skal derfor ikke kastes som vanlig avfall, men leveres til en IBM-forhandler, på en miljøstasjon eller ved et mottak for spesialavfall.

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## Forord

This manual provides information on the IBM 40 GB USB 2.0 Hard Drive with Rescue and Recovery. This manual is written for the installer and user of this equipment and contains the following information:

- Kapittel 1, "Brukerhåndbok for maskinvare" contains instructions for installing and using the IBM 40 GB Hard Disk Drive with Rescue and Recovery.
- Kapittel 2, "Installere og bruke Rescue and Recovery-programvaren", på side 5 contains installation prerequisites and instructions, a listing of Rescue and Recovery with Rapid Restore components and system requirements, and an overview of the Rescue and Recovery with Rapid Restore concepts.
- Tillegg A, "Feilsøking" contains information that might be helpful if you encounter trouble using Rescue and Recovery with Rapid Restore.
- Tillegg B, "Ordliste", på side 13 contains definitions of industry terms to assist you in understanding some of the concepts discussed in this guide.
- Tillegg C, "Service and Support", på side 19 provides service and support information.
- Tillegg D, "IBM Statement of Limited Warranty Z125-4753-08 04/2004", på side 23 provides warranty information.
- Tillegg E, "Notices" contains trademarks and legal notices.

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## Registering your option

Thank you for purchasing this IBM® product. Please take a few moments to register your product and provide us with information that will help IBM to better serve you in the future. Your feedback is valuable to us in developing products and services that are important to you, as well as in developing better ways to communicate with you. Register your option on the IBM Web site at

<http://www.ibm.com/pc/register/>

IBM will send you information and updates on your registered product unless you indicate on the Web site questionnaire that you do not want to receive further information.





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## Før du starter

Les dette før du installerer og bruker IBM Portable 40 GB USB 2.0 Hard Drive with Rescue and Recovery.

**NB**

Bruk bare de kablene som følger med dette utstyret. Du kan ødelegge stasjonen hvis du bruker en kabel som ikke følger med utstyrspakken. Du må ikke koble en batterielimator til denne enheten.

- Vær forsiktig slik at du unngår å skade USB-platelageret. Når du transporterer stasjonen, eller når den ikke er i bruk, bør du legge den i en bærevekke som følger med utstyret. Du finner mer informasjon om hvordan du håndterer USB-platelageret på riktig måte, under "Håndtere stasjonen" på side 3.
- Den primære USB-kabelen må kobles til en USB-port med høy hastighet. Hvis du får problemer, kan du prøve å koble den primære USB-kabelen til en annen USB-port.
- Når du bruker USB-platelageret på en bærbar maskin med et USB 2.0 PCMCIA-kort, må du sette den primære USB-kabelen inn i høyhastighetsporten for PCMCIA-kortet. Du må også koble reservestrømkabelen til USB-porten for å få nok strøm.

**NB**

IBM støtter ikke dette produktet med et diskverktøy fra en annen produsent, som omorganiserer og sorterer partisjonstabellen.

**NB**

Ta vare på CDen ble levert sammen med Portable 40 GB USB 2.0 Hard Drive, og lag en kopi av denne CDen. IBM kan ikke erstatte denne CDen, og den kan heller ikke lastes ned fra Internett.

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## Hjelp på systemet

Det integrerte hjelpesystemet i Rescue and Recovery er en uvurderlig informasjonskilde. Hjelpesystemet inneholder informasjon som blir oppdatert dynamisk når du bruker de forskjellige Rescue and Recovery-komponentene.

Slik får du tilgang til hjelpesystemet i Rescue and Recovery:

1. Åpne hovedkonsollen til Rescue and Recovery.
2. Gå til Hjelp-menyen.



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## Kapittel 1. Brukerhåndbok for maskinvare

Dette kapittelet inneholder instruksjoner for installering og bruk av IBM Portable 40 GB Hard Disk Drive with Rescue and Recovery.

**Merk:** Før du installerer og bruker IBM Portable 40GB USB 2.0 Hard Drive with Rescue and Recovery, må du lese "Før du starter" på side vii.

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### Produktbeskrivelse

IBM Portable 40 GB Hard Disk Drive with Rescue and Recovery er et bærbart, lett USB-platelager med høy hastighet som er kompatibelt med USB 2.0-standarden som kan overføre data opptil 40 ganger raskere enn gjennom USB 1.1-tilkoblinger. Stasjonen kan brukes med bærbare datamaskiner og er også kompatibel med USB 1.0- og USB 1.1-tilkoblinger. Når du har installert stasjonen, fungerer den som en Plug-and-Play-enhet, og du kan koble den til og fra mens maskinen er på. Se "Koble stasjonen fra datamaskinen" på side 3.

Utstyrspakken inneholder:

- IBM Portable 40 GB Hard Disk Drive with Rescue and Recovery
- Primær USB-kabel (USB "A"- til "mini-B"-tilkobling)
- Reservestrømledning
- *CDen User's Guide and Software* som inneholder Rapid Restore-programvaren og denne elektroniske *brugerhåndboken*

**Merk:** Ta vare på denne CDen og lag en kopi av den. IBM kan ikke erstatte denne CDen, og den kan heller ikke lastes ned fra Internett.

- Garantibetingelser
- Bæreveske

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### Krav til maskinvare og programvare

Datamaskinen må inneholde:

- Minimum 200 MHz Intel Pentium-mikroprosessor
- 64 MB RAM
- CD-ROM- eller DVD-ROM-stasjon slik at du kan installere programvaren på CDen som følger med
- USB 1.1- eller 2.0-porter

Du må ha Microsoft Windows 2000 Professional eller Microsoft Windows XP installert for å bruke IBM Portable 40 GB Hard Disk Drive with Rescue and Recovery.

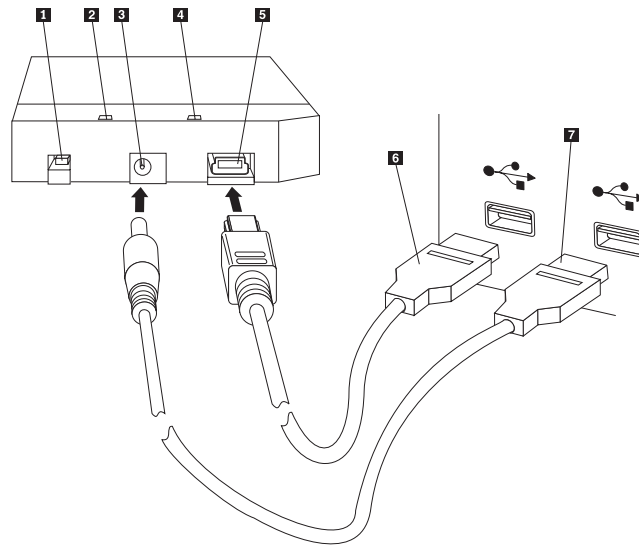
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### Installere stasjonen

Dette avsnittet inneholder instruksjoner for hvordan du installerer stasjonen.

Slik installerer du stasjonen:

1. Koble den primære USB-kabelen til USB-porten **5**, slik figur 1 viser.



- 1** Strømbryter
- 2** Aktivitetslampe for stasjon
- 3** Port for reservestrøm
- 4** Strømlampe
- 5** USB-port
- 6** Primær USB-kabel
- 7** Reservestrømledning

Figur 1. Installere stasjonen

2. Koble den andre enden av den primære USB-kabelen **6** til en ledig USB-port på maskinen.
3. Koble reservestrømledningen til porten for reservestrøm **3** på stasjonen.
4. Koble den andre enden av reservestrømledningen **7** til en ledig USB-port på maskinen.
5. Sett bryteren **1** i på-posisjon.

**NB**

Bruk bare de kablene som følger med dette utstyret. Du kan ødelegge stasjonen hvis du bruker en kabel som ikke følger med utstyrspakken. Du må ikke koble en batterieliminatortil til denne enheten.

6. Åpne **Min datamaskin** og dobbeltklikk på ikonet for IBM USB Hard Drive.

Windows finner stasjonen automatisk. Første gangen du utfører disse trinnene, får du frem et velkomstbilde der du kan velge om du vil installere Rescue and Recovery.

Hvis du har tenkt å bruke Rescue and Recovery-programvaren som fulgte med, må du lese den generelle informasjonen i Kapittel 2, "Installere og bruke Rescue and Recovery-programvaren", på side 5. Når du skal installere Rescue and Recovery-programvaren, leser du "Installering av Rescue and Recovery" på side 6.

Hvis du ikke har tenkt å bruke Rescue and Recovery-programvaren som fulgte med, er stasjonen klar til bruk. Du trenger ikke å installere noe programvare. Hvis du vil deaktivere automatisk start, klikker du på **Ikke vis dette igjen** nederst i høyre hjørne i nettleseren, kobler fra stasjonen og kobler den deretter til igjen.

**Merk:** Installeringen av Rescue and Recovery kan ta litt tid, avhengig av mengden data som blir reservekopiert. Dette gjelder spesielt ved reservekopiering via en USB 1.1-tilkobling. Hvis du avbryter installeringen av Rescue and Recovery, kan du miste data.

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## Gjøre stasjonen oppstartbar

Stasjonen kan konfigureres til å starte opp på systemer som har BIOS-støtte for oppstart til USB. BIOS oppdager vanligvis stasjonen som "HDD-1" eller "IBM-(USB)." Hvis du vil tilføye IBM Portable 40 GB Hard Disk Drive med Rescue and Recovery til oppstartingssekvensen, må du bruke BIOS-konfigureringsprogrammet. Du finner informasjon om hvordan du bruker BIOS-konfigureringsprogrammet, i dokumentasjonen som fulgte med maskinen.

Hvis du får problemer, må du kontrollere at du har den nyeste versjonen av BIOS installert på maskinen. Du finner en liste over maskiner som har støtte for oppstart via BIOS til USB-lagringsenheter, på IBMs nettsted for støtte på <http://www.ibm.com/pc/support>.

**Merk:** Les "Opprette Rescue and Recovery-medier" på side 7 før du prøver å gjøre stasjonen oppstartbar.

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## Koble stasjonen fra datamaskinen

Hvis du skal frakoble stasjonen i Windows 2000, fullfører du prosedyren nedenfor. Hvis du bruker Windows XP, utfører du bare trinn 3 og 4 nedenfor.

1. Klikk på ikonet for trygg fjerning av maskinvare i systemskuffen.
2. Klikk på ikonet **USB-masselagringsenhet** for å stoppe enheten.
3. Slå av strømbryteren for stasjonen.
4. Koble fra kablene.

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## Håndtere stasjonen

Følg disse retningslinjene for håndtering av stasjonen:

- Ikke slipp ned stasjonen eller utsett den for støt eller slag.
- Bruk strømbryteren på stasjonen til å slå den av når du ikke bruker den.
- Ikke bruk eller oppbevar stasjonen i nærheten av sterke magnetiske felt.
- Hold drikkevarer og annen væske borte fra stasjonen, og ikke utsett den for ekstreme temperaturer eller fuktighet.
- Ikke bruk strømledninger eller kort som ikke følger med denne utstyrspakken.



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## Kapittel 2. Installere og bruke Rescue and Recovery-programvaren

Produktet IBM Rescue and Recovery with Rapid Restore (heretter kalt Rescue and Recovery) har en rekke funksjoner som hjelper deg med å gjenopprette etter et problem, selv om du ikke kan starte Windows-operativsystemet. De viktigste funksjonene omfatter:

- Fullstendig og inkrementell reservekopiering av platelageret ved bruk av programmet IBM Rescue and Recovery. Reservekopifilene kan lagres på et beskyttet område på platelageret på maskinen, på en skrivbar CD- eller DVD-plate, på en nettverksstasjon eller på en USB-enhet, for eksempel et USB-platelager.
- Fullstendig gjenoppretting av platelageret ved bruk av reservekopifiler opprettet med programmet Rescue and Recovery.
- Gjenoppretting og overføring av enkeltfiler lagret på et lokalt platelager i Windows-partisjoner, en nettverksstasjon eller fra en Rescue and Recovery-reservekopifil.
- Rescue and Recovery-arbeidsområdet, som kjører uavhengig av Windows-operativsystemet. Ved hjelp av Rescue and Recovery-arbeidsområdet kan du gjenopprette platelageret til et av flere lagrede tilstander, gjenopprette filer fra Windows-partisjonen eller fra en reservekopi, kommunisere via Internett, og vise nyttig informasjon om tilstanden til datamaskinen.

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### Krav

Når du skal installere dette programmet, må du ha følgende:

- Windows XP eller Windows 2000 med Service Pack 3. Hvis du installerer dette programmet på et platelager som har en kapasitet som er større enn 137 GB, må du ha Service Pack 1 for Windows XP.
- Internet Explorer 5.5 eller høyere.
- 128 MB minne, der maksimalt 8 MB kan være tilordnet som delt minne under skjermkonfigurasjonen i BIOS.
- 800 MB ledig plass.

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### Før du installerer Rescue and Recovery

Vurder disse momentene når du skal installere Rescue and Recovery:

- **Systemets tilstand.** Er systemet satt opp slik du vil at det skal gjenopprettes? Skal du installere annen viktig programvare?

Før du installerer Rescue and Recovery, må du kontrollere at du har komponentene nedenfor. Dette kreves for at Rescue and Recovery skal fungere på riktig måte:

- En IBM ThinkCentre- eller ThinkPad-maskin
- Internet Explorer 5.5 eller høyere

### Applikasjonskompatibilitet

Det kan hende at noen applikasjoner som har avanserte filterdrivermiljøer (for eksempel antivirusprogramvare), ikke er kompatible med programvaren IBM Rescue and Recovery with Rapid Restore. Hvis du vil ha informasjon om

kompatibilitet, kan du lese README-filen som følger med IBM Rescue and Recovery with Rapid Restore på Internett: [www.ibm.com/thinkvantage](http://www.ibm.com/thinkvantage).

IBM Rescue and Recovery er ikke kompatibel med Norton AntiVirus 2002 og 2003. Du må bruke Norton AntiVirus Corporate Edition eller Norton AntiVirus 2004 for at virusskanning skal fungere på riktig måte.

## Platelagerkonfigurasjon

Programvaren IBM Rescue and Recovery with Rapid Restore blir ikke støttet av maskiner med forhåndsinstallerte programmer fra andre leverandører. For slike maskiner må platelageret konfigureres i henhold til anbefalingene i IBM Rescue and Recovery with Rapid Restore Customization and Deployment Guide (tilgjengelig på IBMs nettsted på [www.ibm.com/thinkvantage](http://www.ibm.com/thinkvantage)).

## Installering av Rescue and Recovery

Dette avsnittet inneholder instruksjoner om installering av IBM Portable 40 GB USB 2.0 Hard Drive with Rescue and Recovery. Det er to måter å installere Rescue and Recovery på:

- Fra IBM Portable 40 GB USB 2.0 Hard Drive  
ELLER
- Fra CDen *User's Guide and Software*

Når du har installert produktet, lese du "Opprette Rescue and Recovery-medier" på side 7 før du reservekopierer USB-stasjonen.

### Installere fra IBM Portable 40 GB USB 2.0 Hard Drive

Slik installerer du Rescue and Recovery fra IBM Portable 40 GB USB 2.0 Hard Drive:

1. Avslutt alle programmer.
2. Koble stasjonen til en tilgjengelig USB-port.
3. Sett strømbryteren i på-posisjon ( | ). Windows installerer styreprogrammet automatisk.
4. Åpne **Min datamaskin** og dobbeltklikk på ikonet for IBM USB Hard Drive.
5. Klikk på **Software**.
6. Dobbeltklikk på **IBM Rapid Restore**.
7. Følg instruksjonene på skjermen.

### Installere fra CDen

Slik installerer du Rescue and Recovery fra CDen *User's Guide and Software*:

1. Sett inn CDen *User's Guide and Software* i CD- eller DVD-stasjonen.
2. Hvis CDen ikke starter automatisk, klikker du på **Start** og deretter på **Kjør**.
  - a. Skriv e:\launch.bat der e er stasjonsbokstaven til CD- eller DVD-stasjonen.
  - b. Klikk på **OK**. Et vindu som viser innholdet på CDen åpnes.
3. Velg språk og klikk på **Go**.
4. Klikk på **Software**.
5. Dobbeltklikk på **IBM Rapid Restore**.
6. Følg instruksjonene på skjermen.

**Merk:** Installeringen av Rapid Restore kan ta litt tid, avhengig av mengden data som blir reservekopiert. Dette gjelder spesielt ved reservekopiering via USB 1.1. Hvis du avbryter installeringen av Rapid Restore, kan du miste data.



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## Opprette Rescue and Recovery-medier

Hvis du har en stasjon som kan skrive til CD- eller DVD-plater, eller hvis du har et eksternt USB-platelager, kan du opprette et oppstartbart medium som du kan bruke ved gjenoppretting fra feil som hindrer deg i å få tilgang til Windows-miljøet eller Rescue and Recovery-arbeidsområdet på platelageret på maskinen. Selv om slike problemer oppstår svært sjelden, er det lurt å være forberedt. Du bør derfor lage Rescue and Recovery-mediene så snart som mulig, før eventuelle problemer oppstår.

Du kan utføre disse oppgavene ved å bruke Rescue and Recovery-mediet:

- Gjenopprette filer, mapper eller hele innholdet på platelageret fra en reservekopi ved hjelp av IBM Rescue and Recovery.
- Vise viktig informasjon om datamaskinen og en hendelseshistorikk.
- Overføre filer fra datamaskinen din eller nettverket til andre medier.
- Få tilgang til Internett via en kablet Ethernet-tilkobling

Slik oppretter du et Rescue and Recovery-medium:

**Merk:** Hvis du har tenkt å bruke et eksternt USB-platelager som Rescue and Recovery-medium, kobler du det til en av USB-kontaktene før du går gjennom denne prosedyren. Alle data på det eksterne USB-platelageret blir slettet under denne prosedyren. Hvis du har viktige filer på det eksterne USB-platelageret, kopierer du dem til et annet medium før du utfører denne prosedyren.

NB

1. Fra Windows-skrivebordet klikker du på **Start, Programmer (eller Alle programmer hvis du bruker Windows XP), Access IBM og deretter på Opprett redningsmedier.**
2. Følg instruksjonene på skjermen.

Du finner mer informasjon om hvordan du bruker Rescue and Recovery-mediet under "Gå til Rescue and Recovery-arbeidsområdet" på side 8.

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## Bruke reservekopierings- og gjenopprettingsfunksjoner

Rescue and Recovery styrer alle reservekopierings-, gjenopprettings og filgjenopprettingsfunksjoner. Slik får du tilgang til reservekopierings- og gjenopprettingsfunksjonene:

1. Fra Windows-skrivebordet klikker du på **Start, Programmer (eller Alle programmer hvis du bruker Windows XP), Access IBM og deretter på IBM Rapid Restore Ultra 4.0.**
2. Når hovedvinduet blir vist, gjør du ett av følgende:
  - Hvis du vil utføre en reservekopiering, planlegge reservekopiering, kopiere en eksisterende reservekopi til andre medier, eller definere innstillinger for reservekopiering, klikker du på **Reservekopier**. Deretter klikker du på ønsket valg fra menyen.
  - Hvis du vil gjenopprette platelageret til en tidligere reservekopiert tilstand, eller redde en eller flere filer fra en reservekopi, klikker du på **Gjenopprett**. Deretter klikker du på ønsket valg fra menyen.

Hvis du vil ha mer informasjon om hvordan du bruker disse funksjonene, klikker du på Hjelp.

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## Gå til Rescue and Recovery-arbeidsområdet

Når du vil gå til Rescue and Recovery-arbeidsområdet, kan du velge en av disse metodene:

### Metode 1:

1. Slå av maskinen.
2. Start maskinen på nytt og følg med på skjermen.
3. Når du blir bedt om å trykke på F11, trykker du på og slipper F11-tasten. Du må trykke på og slippe F11-tasten mens meldingen blir vist.
4. Etter en liten stund får du frem Rescue and Recovery-arbeidsområdet. Hvis du vil ha mer informasjon om hvordan du bruker de ulike funksjonene, klikker du på **Hjelp**.

### Metode 2:

1. Sett inn Rescue and Recovery-CDen som du opprettet, i CD- eller DVD-stasjonen. Hvis redningsmediet er et eksternt USB-platelager, kobler du til stasjonen og slår den på nå.
2. Slå av datamaskinen.
3. Start datamaskinen på nytt.
4. Etter en liten stund får du frem Rescue and Recovery-arbeidsområdet. Hvis du vil ha mer informasjon om hvordan du bruker de ulike funksjonene, klikker du på **Hjelp**.

**Merk:** Hvis maskinen ikke starter fra redningsmediet, har du kanskje ikke definert redningsenheten (CD-stasjon, DVD-stasjon eller USB-enhet) riktig i BIOS-oppstartingssekvensen. Slå opp i dokumentasjonen som fulgte med datamaskinen, hvis du vil vite mer om hvordan du starter BIOS-konfigureringsprogrammet.

---

## Installere Rescue and Recovery på nytt

Vurder om du skal arkivere gjeldende reservekopisett til CD-R før du installerer Rescue and Recovery på nytt. Når du skal installere Rescue and Recovery på nytt, kan det hende at du må deinstallere tidligere versjoner. Da blir eksisterende reservekopier fjernet. Deretter kan du installere en nyere versjon av Rescue and Recovery.

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## Deinstallere Rescue and Recovery

Når du skal deinstallere Rescue and Recovery, klikker du på

- **Start**
- **Kontrollpanel**
- **Legg til/fjern programmer**
- **Rescue and Recovery**

Deinstalleringsprosessen fjerner programmet og alle reservekopisett.

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## Tillegg A. Feilsøking

Opplysningene nedenfor kan være nyttige hvis det oppstår problemer når du bruker applikasjonen IBM Rescue and Recovery with Rapid Restore.

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### Generell informasjon om problemløsning

Opplysningene nedenfor kan være nyttige hvis det oppstår problemer når du bruker programvaren Rescue and Recovery with Rapid Restore.

- Når det blir opprettet nye Windows-brukere, må systemet startes på nytt før de nye brukerne kan reservekopieres.
- Ikke bruk Rescue and Recovery with Rapid Restore sammen med annen programvare som endrer hovedoppstartingsposten. Programvare som endrer hovedoppstartingsposten på plattelageret, kan gjøre at du mister tilgangen til reservekopiene. Eksempler på slik programvare er Roxio GoBack, System Commander og PowerQuest BootMagic.
- Norton Antivirus 5.0 kan kanskje ikke lese oppstartingsposten på plattelageret.

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### Problemløsning ved installering

Opplysningene nedenfor kan være nyttige hvis det oppstår problemer når du skal installere eller deinstallere IBM Rescue and Recovery with Rapid Restore.

#### Deinstallere programvaren

Hvis du skal deinstallere Rescue and Recovery with Rapid Restore fra en datamaskin med Windows 2000 Professional eller Windows XP, må du logge deg på maskinen med administratorrettigheter. Hvis du vil ha mer informasjon om brukerkontoer, kan du lese i hjelpen som fulgte med operativsystemet.

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### Problemløsning ved reservekopiering

Rescue and Recovery with Rapid Restore gir deg beskjed hvis det ikke finnes noen gyldig hovedreservekopi. Deretter får du mulighet til å opprette en ny hovedreservekopi.

Opplysningene nedenfor kan være nyttige hvis det oppstår problemer når du skal utføre en reservekopiering med IBM Rescue and Recovery with Rapid Restore.

- Brukerkontoer blir tatt med i reservekopierings- og gjenopprettingsoperasjoner. Hvis du derfor gjenoppretter systemet til et punkt der en bruker ikke fantes eller hadde et annet passord, vil ikke den brukeren kunne logge seg på.
- Hvis Rapid Restore-grensesnittet blir lukket mens det blir utført en inkrementell Windows-reservekopiering, fortsetter Rescue and Recovery with Rapid Restore reservekopieringen i bakgrunnen.

#### Reservekopieringen går langsomt

Hastigheten på reservekopieringen avhenger av størrelsen og operasjonen som blir utført. Du får bedre ytelse ved å utføre reservekopieringen oftere.

Hvis du kjører et annet program, for eksempel et antivirusprogram, mens du oppretter en reservekopi, vil ytelsen bli vesentlig dårligere. Ikke kjør noen andre programmer mens du oppretter en reservekopi.

Kjør antivirusprogrammer før eller etter at du har utført en reservekopiering.

**Merk:**

1. Reservekopiering tar lengre tid via USB 1.1.
2. For å unngå skade på databasen bør du alltid lukke alle applikasjoner og tjenester før du utfører en reservekopiering.

## **Planlagt kjøring på den 29., 30. eller 31. i en måned**

Rescue and Recovery with Rapid Restore tillater ikke at du definerer en planlagt reservekopiering den 29., 30. eller 31. dagen i måneden, men du kan planlegge en reservekopiering i slutten av måneden.

## **Ikke mulig å velge Arkiver reservekopiene**

Hvis alternativet CD-R-arkiv ikke er tilgjengelig, har ikke kunden en installert CD-R-enhet.

CD-RW-medier er enkle å overskrive og blir dårligere for hver gang. Det er ikke støtte for CD-RW-medier når du oppretter et CD-R-arkivsett.

Når du skal gjenopprette et reservekopisett fra en CD, må CD-stasjonen være en gyldig oppstartingsenhet for maskinen du gjenoppretter.

Hvis du skal utføre en CD-R-arkivering, må platelageret ha minst 700 MB ledig plass.

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## **Problemløsning ved gjenoppretting**

Opplysningene nedenfor kan være nyttige hvis det oppstår problemer når du skal utføre en gjenoppretting med IBM Rescue and Recovery with Rapid Restore.

Når du skal gjenopprette et reservekopisett fra en CD, må CD-stasjonen være en gyldig oppstartingsenhet for maskinen du gjenoppretter.

### **Gjenopprettingen går langsomt**

Hastigheten på gjenopprettingen avhenger av størrelsen og operasjonen som blir utført. For å unngå skade på databasen bør du alltid lukke alle applikasjoner og tjenester før du utfører en gjenoppretting.

### **En bruker kan ikke logge seg på etter en gjenoppretting**

Dette problemet oppstår på flerbrukersystemer når det blir tilføyd en ny bruker og reservekopieringen utføres før den nye brukeren logger seg på for første gang.

For å løse dette problemet må IT-administratoren tilføye den nye brukeren igjen og enten starte maskinen på nytt eller få den nye brukeren til å logge seg på før neste reservekopiering.

For å unngå dette problemet kan du starte maskinen på nytt etter at du har tilføyd en ny bruker, eller passe på at den nye brukeren logger seg på før den neste reservekopieringen blir utført.

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## Problemløsning for strømstyring

Opplysningene nedenfor kan være nyttige hvis det oppstår problemer med strømstyring mens du bruker Rescue and Recovery with Rapid Restore, for eksempel at maskinen settes i hvile- eller dvalemodus, eller at strømmen blir borte.

Rescue and Recovery with Rapid Restore reagerer på en systemforespørsel på denne måten:

- **Når en reservekopiering eller CD-R-arkiv er i gang.** Når en reservekopiering eller CD-R-arkiv er i gang og systemet sender en forespørsel om at det skal settes i hvile-/dvalemodus, stopper Rescue and Recovery with Rapid Restore reservekopieringen og lar strømstyringsforespørselen bli behandlet. Når systemet gjenopptar normal drift, vil Rescue and Recovery with Rapid Restore registrere reservekopieringen som mislykket og spørre brukeren om reservekopieringen skal kjøres på nytt.
- **Når en gjenoppretting er i gang.** Når en gjenoppretting er i gang, vil strømstyringsforespørselen bli avvist og gjenopprettingen fullført.



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## Tillegg B. Ordliste

### **Reservekopiering**

Reservekopiering er prosessen med å kopiere lagerinformasjon slik at den blir tatt vare på i tilfelle det skulle oppstå feil på utstyr, eller at programvaren eller operativsystemet skulle bli ødelagt.

### **Hovedreservekopi**

Opprinnelig sektorbasert reservekopi av det primære platelageret som blir opprettet under installeringen av Rapid Restore. Denne reservekopien danner basisen for opprettelsen av kumulative og nye reservekopier.

### **Boot**

Henviser til oppstartning av en datamaskin, for eksempel når du slår på eller starter en maskin på nytt.

### **Oppstartstid**

Tiden fra en datamaskin starter opp og til operativsystemet tar kontroll over datamaskinen. Det er i denne perioden OBRMs føroperativsystemgrensesnitt er tilgjengelig for brukeren.

### **Boot Manager**

Et program lagret i hovedoppstartingsposten, som leser oppstartingssektorposten til partisjonen som inneholder operativsystemet som skal startes opp i RAM. Denne posten inneholder et program som laster resten av operativsystemet inn i RAM.

### **Byte**

En gruppe på åtte biter, som kan representere et tall fra null til 255, en bokstav i alfabetet eller en rekke andre ting.

### **CD-R**

CD-R (for kompaktdisk, skrivbar) er en type WORM-CD (Write Once, Read Many), som du kan skrive til en gang.

### **CD-RW**

CD-RW (for kompaktdisk, overskrivbar) er en type CD som du kan skrive til flere ganger.

### **CD-ROM**

Compact Disk Read-Only Memory. Et elektronisk medium som i programvareindustrien vanligvis blir brukt til å lagre informasjon. Som navnet antyder kan det opprinnelige innholdet på en CD-ROM ikke endres.

## **Styreenhet**

En spesialisert elektronisk krets som fungerer som et grensesnitt mellom en enhet, for eksempel et platelager, og en datamaskin. IDE og SCSI er eksempler på styreenheter for platelagre.

## **Kumulativ reservekopi**

En komprimert inkrementell reservekopi. Den kumulative reservekopien inneholder differensiert, eller inkrementell, informasjon siden den er basert på hovedreservekopien eller den nyeste kopien.

## **Data**

Informasjon behandlet av en datamaskin. Eksempler på data er databasefiler, tekstbehandlingsdokumenter og html-sider.

## **Database**

En samling av beslektet informasjon om et emne, organisert på en nyttig måte som gir et grunnlag for prosedyrer som å hente informasjon, trekke konklusjoner eller fatte beslutninger.

## **Data Migration Manager**

Med Data Migration Manager (DMM) kan brukere flytte det eksisterende diskbildet til et nytt, større platelager. Den vanligste årsaken til å migrere til et annet platelager, er behov for mer lagerplass. De to hovedproblemene de fleste støter på når de utfører en migrering av platelageret, er mangel på IT-kompetanse som kreves for å fullføre prosessen, og redusert produktivitet på grunn av nedetiden i forbindelse med migreringsprosessen.

Funksjonen "One Button Migration" i Data Migration Manager fjerner disse barrierene slik at brukere på en effektiv måte kan migrere diskbildet og dataene uten at det går utover oppetid eller dataintegritet. I tillegg tar den innebygde migreringsteknologien i Rapid Restore seg av de vanskelige beslutningene, slik at brukerne ikke trenger å være IT-eksperter for å kunne migrere diskbildet og dataene til et nytt platelager på riktig måte.

## **Lagringsstasjon**

En type lagringsenhet datamaskiner bruker.

## **Diskett**

Utskiftbart lagringsmedium.

## **Diskbilde**

Et diskbilde er en fil som inneholder et nøyaktig og fullstendig sektorbasert bilde av platelageret. Bildet inneholder alt på platelageret, for eksempel platelagerformat og -struktur (for eksempel FAT), oppstartingssektor, kataloger, operativsystem, programvare, registerinnstillinger, nettverksinnstillinger og data. Fordelen med å opprette diskbilder er at brukere raskt kan gjenopprette hele systemet uten at de må installere operativsystemet, applikasjoner osv. på nytt.



### **Stasjonsbokstav**

I Windows og MS-DOS er dette navnestandarden for platelagre. Den består av en bokstav, etterfulgt av et kolon (for eksempel C: eller D:).

### **Sekundærpartisjon**

En type partisjon som omgår begrensningen på fire partisjoner per platalager, siden en eller flere logiske stasjoner kan opprettes på en sekundærpartisjon.

### **FAT-filsystem**

Filsystemet som ble brukt i MS-DOS og som Windows bruker nå til å lagre informasjon på platelagre, som bruker en filtildelingstabell. Det finnes tre typer FAT-filsystemer, FAT12, FAT16 og FAT32.

### **Filtildelingstabell (FAT)**

En tabell eller liste som blir vedlikeholdt av bestemte operativsystemer for å holde orden på hvordan filer blir lagret på et platalager.

### **Filsystem**

Metoden som et operativsystem bruker til å navngi, få tilgang til og organisere filer og kataloger på et lager (for eksempel FAT32 eller NTFS).

### **Grafisk brukergrensesnitt (GUI)**

Et brukergrensesnitt, som blir brukt i Windows-operativsystemer, der brukerne bruker en mus og grafiske vinduer når de arbeider med datamaskinen. Målet med et grafisk brukergrensesnitt er å gjøre programmet lettere å bruke enn en tekstbasert applikasjon eller et tekstbasert operativsystem, for eksempel MS-DOS.

### **Platalager**

En bestemt type lagringsenhet som består av en eller flere stive metallplater.

### **IDE (Integrated Device Electronics)**

En grensesnitteknologi som brukes til å integrere et platalager og en datamaskin. Platalagre som bruker IDE-teknologi har styreenheten bygd direkte inn i lagringsenheten. Dette fjerner behovet for et eget styreenhetskort i maskinen.

### **Grensesnitt**

Forbindelsen og interaksjonen mellom maskinvare, programvare eller brukeren.

### **Låst fil**

Filer som brukes av systemet og som vanligvis ikke er tilgjengelige for andre applikasjoner, for eksempel reservekopieringsoperasjoner. Eksempler på applikasjoner som oppretter låste filer er Oracle-databaser, SQL-tjenere Lotus Notes og e-posttjenere.

### **Logisk stasjon**

En del av et platelager som blir ansett som en enkelt enhet. Denne blir kalt logisk fordi det ikke finnes noe direkte forhold mellom navnet og et fysisk objekt.

### **Hovedoppstartingspost**

Informasjonen i den første sektoren på alle platelagre eller disketter, som identifiserer hvordan og hvor et operativsystem er plassert, slik at det kan startes (lastes inn) i datamaskinens hovedminne eller RAM. Hovedoppstartingsposten kalles også noen ganger “partisjonssektor” eller “hovedpartisjonstabell”, fordi den inneholder en tabell med plasseringen til partisjonene på platelageret. I tillegg til denne tabellen inneholder hovedoppstartingsposten også et program, kjent som oppstartingsstyren, som leser oppstartingssektorposten til partisjonen som inneholder operativsystemet som skal startes opp i RAM. Denne posten inneholder et program som laster resten av operativsystemet inn i RAM.

### **Hovedfiltabell (MFT)**

På et NTFS-volum er hovedfiltabellen (MFT=Master File Table) en fil som inneholder informasjon om alle andre filer på dette volumet. Dette omfatter navnet på hver fil, den fysiske plasseringen på platelageret og annen informasjon.

### **MFT**

Se “Hovedfiltabell (MFT)” på side 16.

### **Nyeste reservekopi**

En komprimert inkrementell reservekopifil som gjenspeiler tilstanden til platelageret på det tidspunktet da reservekopieringen ble utført. Det er bare filer som ikke er identiske med filene i den kumulative reservekopien, som blir lagret i den nyeste reservekopifilen. De nyeste reservekopiene kan automatiseres ved hjelp av planleggingsfunksjonen i Rapid Restore, eller det kan gjøres manuelt.

### **One-Button Restore Manager (OBRM)**

One-Button Restore Manager er ryggraden i Rapid Restores funksjonalitet for diskbilder og reservekopiering. OBRM er en svært nyttig funksjon og fungerer sammen med mange andre Rapid Restore-komponenter, slik at brukere på en enkel måte kan gjenopprette innholdet på platelageret til en tidligere, kjent tilstand. Brukerne kan få tilgang til One-Button Restore Manager på flere måter:

- Før Windows starter (før operativsystemmodus)
- Grafisk Windows-grensesnitt (Windows-modus)
- Over nettverket (fjernstyringsmodus)

### **Partisjon**

En del av området på et platelager som blir behandlet som om det var en separat fysisk enhet. En datamaskin med bare ett platelager kan ha en enkelt partisjon, ofte kalt stasjon C:, eller den kan ha flere partisjoner, for eksempel stasjon C:, stasjon D: og stasjon E:.

### **Tilleggsutstyr**

En enhet plassert på utsiden av maskinen (for eksempel en magnetbåndstasjon eller et USB-platelager).

## **Tillatelse**

Muligheten en bruker har til å få tilgang til eller endre filer, spesielt filer som ikke ble opprettet av denne brukeren. Tillatelser brukes av sikkerhetsårsaker, blant annet for å hindre uautorisert tilgang til sensitiv informasjon.

## **Føroperativsystemmodus**

Tidsperioden fra en datamaskin starter opp og til operativsystemet tar kontroll over datamaskinen.

## **Primærpartisjon**

I Windows og MS-DOS kan et platelager deles opp i maksimalt fire primærpartisjoner, eller tre primærpartisjoner og en sekundærpartisjon, som igjen kan inneholde en eller flere logiske stasjoner.

## **RAID**

Se "Redundant Array of Independent Disks (RAID)" på side 17.

## **Redundant Array of Independent Disks (RAID)**

En metode for å kombinere flere platelagre og lage ett stort lager. RAID-konfigurasjoner brukes vanligvis på en nettverksfiltjener for å oppnå raskere tilgang, større beskyttelse mot feil på platelageret, eller begge deler.

## **Gjenoppretting**

Prosessen med å bruke et diskbilde eller en reservekopi for å gå tilbake til en tidligere platelagertilstand.

## **SCSI (Small Computer System Interface)**

En grensesnitteknologi som brukes til å integrere et platelager og en datamaskin.

## **Servicepartisjon**

En skjult, låst partisjon på det lokale platelageret, som brukes til reservekopiering og gjenoppretting. Servicepartisjoner er godt komprimert for å spare lagerplass og omfatter hovedreservekopien, den kumulative reservekopien og den nyeste reservekopien.

## **Site License Key**

IT-administratorer som ønsker tilgang til bedriftsfunksjonene i Rapid Restore, kan få det ved å registrere seg for en Site License Key. Med en Site License Key kan IT-administratorer på en effektiv måte konfigurere, distribuere og administrere Rapid Restore i et bedriftsmiljø.

## **Øyeblikksbilde**

En reservekopi i form av et øyeblikksbilde erstatter den eksisterende kumulative reservekopien med optimaliserte kumulative reservekopieringsdata. Denne optimaliserte reservekopien samler alle inkrementelle reservekopieringsdata

(kumulative og nyeste) i en kumulativ reservekopi. Når det blir tatt et øyeblikksbilde, blir dessuten den nyeste reservekopien slettet.

Det bør tas reservekopier i form av øyeblikksbilder når det gjøres betydelige endringer på systemet, for eksempel installering av en ny applikasjon, opprettelse av en ny database osv.

### **USB-stasjon**

En USB-stasjon (Universal Serial Bus) er et Plug-and-Play-platelager som kobles til datamaskinen gjennom et USB-grensesnitt.

### **Hjelpeprogram**

Et program som har grunnleggende tjenester eller funksjoner.

### **Volum**

En del av området på et platelager som blir behandlet som om det var en separat fysisk enhet, eller en kombinasjon av fysiske diskere behandlet som en enkelt enhet. En datamaskin med bare ett platelager kan ha ett enkelt volum, ofte kalt stasjon C:, eller den kan ha flere volumer, for eksempel stasjon C:, stasjon D: og stasjon E:.

### **Volumsett**

En enkelt logisk stasjon som består av opptil 32 områder med ledig plass på et eller flere platalagre. Volumsett kan brukes til å slå sammen små områder med ledig plass på et eller flere platalagre til en større logisk stasjon.

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## Tillegg C. Service and Support

The following information describes the technical support that is available for your product, during the warranty period or throughout the life of the product. Refer to your IBM Statement of Limited Warranty for a full explanation of IBM warranty terms.

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### Online technical support

Online technical support is available during the life of your product through the Personal Computing Support Web site at <http://www.ibm.com/pc/support>.

During the warranty period, assistance for replacement or exchange of defective components is available. In addition, if your IBM option is installed in an IBM computer, you might be entitled to service at your location. Your technical support representative can help you determine the best alternative.

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### Telephone technical support

Installation and configuration support through the IBM Support Center 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 nominal fee.

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

- Option name
- Option number
- Proof of purchase
- Computer manufacturer, model, serial number (if IBM), and manual
- 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.

For the support telephone number and support hours by country, refer to the following table. If the number for your country or region is not listed, contact your IBM reseller or IBM marketing representative. Response time may vary depending on the number and nature of the calls received.

Phone numbers are subject to change without notice. For the latest phone number list, go to <http://www.ibm.com/pc/support> and click **Support Phone List**.

Country or Region	Telephone Number	Country or Region	Telephone Number
Africa	+44 (0) 1475 555 055	Japan	Desktop: 0120-887-870 • Overseas calls: 81-46-266-1084  ThinkPad: 0120-887-874 • Overseas calls: 81-46-266-1084  IntelliStation and xSeries: 81-46-266-1358  PC Software: 0120-558-695 • Overseas calls: 81-44-200-8666
Argentina	0800-666-0011	Luxembourg	298-977-5063
Australia	131-426	Malaysia	(60) 3-7727-7800
Austria	01-24592-5901	Mexico	001-866-434-2080
Bolivia	0800-0189	Middle East	+44 (0) 1475 555 055
Belgium	Dutch: 02-210 9820 French: 02-210 9800	Netherlands	020-514 5770
Brazil	55-11-3889-8986	New Zealand	0800-446-149
Canada	English: 1-800-565-3344  French: 1-800-565-3344  In Toronto: 416-383-3344	Nicaragua	255-6658
Chile	800-224-488	Norway	66 81 11 00
China	800-810-1818	Panama	206-6047
China (Hong Kong and S.A.R.)	Home PC: 852-2825-7799  Commercial PC: 852-8205-0333	Peru	0-800-50-866
Colombia	980-912-3021	Philippines	(63) 2-995-2225
Costa Rica	284-3911	Portugal	21-892-7147
Denmark	45 20 82 00	Russia	095-940-2000
Dominican Republic	566-4755  or 566-5161 ext. 8201  Toll Free within the Dominican Republic: 1-200-1929	Singapore	(65) 1-800-840-9911
Ecuador	1-800-426911 (option #4)	Spain	91-714-7983

Country or Region	Telephone Number	Country or Region	Telephone Number
El Salvador	250-5696	Sweden	08-477 4420
Finland	09-459 69 60	Switzerland	058-333-0900
France	02 38 55 74 50	Taiwan	886-2-8723-9799
Germany	07032-1549 201	Thailand	(66) 2-273-4000
Guatemala	335-8490	Turkey	00-800-446-32-041
Honduras	Tegucigalpa & Sand Pedro Sula: 232-4222  San Pedro Sula: 552-2234	United Kingdom	0-1475-555 055
India	1600-44-6666	United States	1-800-IBM-SERV  (1-800-426-7378)
Indonesia	(62) 21-523-8535	Uruguay	000-411-005-6649
Ireland	01-815-9202	Venezuela	0-800-100-2011
Italy	01-815-9202	Vietnam	Ho Chi Minh: (84) 8-829-5160  Hanoi: (84) 4-843-6675





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# Tillegg D. IBM Statement of Limited Warranty Z125-4753-08 04/2004

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## Part 1 - General Terms

*This Statement of Limited Warranty includes Part 1 - General Terms, Part 2 - Country-unique Terms, and Part 3 - Warranty Information. The terms of Part 2 replace or modify those of Part 1. The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed subsequently or otherwise.*  
**Nothing in this Statement of Limited Warranty affects any statutory rights of consumers that cannot be waived or limited by contract.**

### **What this Warranty Covers**

*IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications ("Specifications") which are available on request. The warranty period for the Machine starts on the original Date of Installation and is specified in Part 3 - Warranty Information. The date on your invoice or sales receipt is the Date of Installation unless IBM or your reseller informs you otherwise. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part. Unless IBM specifies otherwise, these warranties apply only in the country or region in which you purchased the Machine.*  
**THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

### **What this Warranty Does not Cover**

This warranty does not cover the following:

- any software programs, whether pre-loaded or shipped with the Machine, or installed subsequently;
- failure resulting from misuse (including but not limited to use of any Machine capacity or capability, other than that authorized by IBM in writing), accident, modification, unsuitable physical or operating environment, or improper maintenance by you;
- failure caused by a product for which IBM is not responsible; and
- any non-IBM products, including those that IBM may procure and provide with or integrate into an IBM Machine at your request.

The warranty is voided by removal or alteration of identification labels on the Machine or its parts.

IBM does not warrant uninterrupted or error-free operation of a Machine.

Any technical or other support provided for a Machine under warranty, such as

assistance with "how-to" questions and those regarding Machine set-up and installation, is provided **WITHOUT WARRANTIES OF ANY KIND**.

### **How to Obtain Warranty Service**

If the Machine does not function as warranted during the warranty period, contact IBM or your reseller to obtain warranty service. If you do not register the Machine with IBM, you may be required to present proof of purchase as evidence of your entitlement to warranty service.

### **What IBM Will Do to Correct Problems**

When you contact IBM for service, you must follow the problem determination and resolution procedures that IBM specifies. An initial diagnosis of your problem can be made either by a technician over the telephone or electronically by access to an IBM website. The type of warranty service applicable to your Machine is specified in Part 3 - Warranty Information. You are responsible for downloading and installing designated Machine Code (microcode, basic input/output system code (called "BIOS"), utility programs, device drivers, and diagnostics delivered with an IBM Machine) and other software updates from an IBM Internet Web site or from other electronic media, and following the instructions that IBM provides. If your problem can be resolved with a Customer Replaceable Unit ("CRU") (e.g., keyboard, mouse, speaker, memory, hard disk drive), IBM will ship the CRU to you for you to install. If the Machine does not function as warranted during the warranty period and your problem cannot be resolved over the telephone or electronically, through your application of Machine Code or software updates, or with a CRU, IBM or your reseller, if approved by IBM to provide warranty service, will either, at its discretion, 1) repair it to make it function as warranted, or 2) replace it with one that is at least functionally equivalent. If IBM is unable to do either, you may return the Machine to your place of purchase and your money will be refunded. IBM or your reseller will also manage and install selected engineering changes that apply to the Machine.

### **Exchange of a Machine or Part**

When the warranty service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

### **Your Additional Responsibilities**

Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to:

1. ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
2. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
3. where applicable, before service is provided:
  - a. follow the service request procedures that IBM or your reseller provides;
  - b. backup or secure all programs, data, and funds contained in the Machine;
  - c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit IBM to fulfill its obligations; and
  - d. inform IBM or your reseller of changes in the Machine's location.
4. (a) ensure all information about identified or identifiable individuals (Personal Data) is deleted from the Machine (to the extent technically possible), (b) allow

IBM, your reseller or an IBM supplier to process on your behalf any remaining Personal Data as IBM or your reseller considers necessary to fulfill its obligations under this Statement of Limited Warranty (which may include shipping the Machine for such processing to other IBM service locations around the world), and (c) ensure that such processing complies with any laws applicable to such Personal Data.

#### **Limitation of Liability**

IBM is responsible for loss of, or damage to, your Machine only while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Neither IBM nor your reseller are responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM for any reason. You should remove all such information from the Machine prior to its return.

Circumstances may arise where, because of a default on IBM's part or other liability, you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), except for any liability that cannot be waived or limited by applicable laws, IBM is liable for no more than

1. damages for bodily injury (including death) and damage to real property and tangible personal property; and
2. the amount of any other actual direct damages, up to the charges (if recurring, 12 months' charges apply) for the Machine that is subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

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

**UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, DATA; 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR 4) LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.**

#### **Governing Law**

Both you and IBM consent to the application of the laws of the country in which you acquired the Machine to govern, interpret, and enforce all of your and IBM's rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Statement of Limited Warranty, without regard to conflict of law principles.

**THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.**

### **Jurisdiction**

All of our rights, duties, and obligations are subject to the courts of the country in which you acquired the Machine.

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## **Part 2 - Country-unique Terms**

### **AMERICAS**

#### **ARGENTINA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Ordinary Commercial Court of the city of Buenos Aires.

#### **BOLIVIA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the courts of the city of La Paz.

#### **BRAZIL**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Agreement will be settled exclusively by the court of Rio de Janeiro, RJ.

#### **CHILE**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Civil Courts of Justice of Santiago.

#### **COLOMBIA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges of the Republic of Colombia.

#### **EQUADOR**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges of Quito.

#### **MEXICO**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Federal Courts of Mexico City, Federal District.

#### **PARAGUAY**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the courts of the city of Asuncion.

#### **PERU**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Judges and Tribunals of the Judicial District of Lima, Cercado.

**Limitation of Liability:** *The following is added at the end of this section:* In accordance with Article 1328 of the Peruvian Civil Code the limitations and exclusions specified in this section will not apply to damages caused by IBM's willful misconduct ("dolo") or gross negligence ("culpa inexcusable").

## **URUGUAY**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the City of Montevideo Court's Jurisdiction.

## **VENEZUELA**

**Jurisdiction:** *The following is added after the first sentence:*

Any litigation arising from this Statement of Limited Warranty will be settled exclusively by the Courts of the Metropolitan Area Of the City of Caracas.

## **NORTH AMERICA**

**How to Obtain Warranty Service:** *The following is added to this Section:*

To obtain warranty service from IBM in Canada or the United States, call 1-800-IBM-SERV (426-7378).

## **CANADA**

**Limitation of Liability:** *The following replaces item 1 of this section:*

1. damages for bodily injury (including death) or physical harm to real property and tangible personal property caused by IBM's negligence; and

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws in the Province of Ontario.

## **UNITED STATES**

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York.

## **ASIA PACIFIC**

### **AUSTRALIA**

**What this Warranty Covers:** *The following paragraph is added to this Section:*

The warranties specified in this Section are in addition to any rights you may have under the Trade Practices Act 1974 or other similar legislation and are only limited to the extent permitted by the applicable legislation.

**Limitation of Liability:** *The following is added to this Section:*

Where IBM is in breach of a condition or warranty implied by the Trade Practices Act 1974 or other similar legislation, IBM's liability is limited to the repair or replacement of the goods or the supply of equivalent goods. Where that condition or warranty relates to right to sell, quiet possession or clear title, or the goods are of a kind ordinarily acquired for personal, domestic or household use or consumption, then none of the limitations in this paragraph apply.

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State or Territory.

### **CAMBODIA AND LAOS**

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York, United States of America.

### **CAMBODIA, INDONESIA, AND LAOS**

**Arbitration:** *The following is added under this heading:*

Disputes arising out of or in connection with this Statement of Limited Warranty

shall be finally settled by arbitration which shall be held in Singapore in accordance with the Arbitration Rules of Singapore International Arbitration Center ("SIAC Rules") then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law. The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the SIAC. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred. If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed. All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

#### **HONG KONG S.A.R. OF CHINA AND MACAU S.A.R. OF CHINA**

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*  
laws of Hong Kong Special Administrative Region of China.

#### **INDIA**

**Limitation of Liability:** *The following replaces items 1 and 2 of this Section:*

1. liability for bodily injury (including death) or damage to real property and tangible personal property will be limited to that caused by IBM's negligence; and
2. as to any other actual damage arising in any situation involving nonperformance by IBM pursuant to, or in any way related to the subject of this Statement of Limited Warranty, the charge paid by you for the individual Machine that is the subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

**Arbitration:** *The following is added under this heading*

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Bangalore, India in accordance with the laws of India then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law. The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Bar Council of India. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred. If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed. All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

#### **JAPAN**

**Governing Law:** *The following sentence is added to this Section:*



Any doubts concerning this Statement of Limited Warranty will be initially resolved between us in good faith and in accordance with the principle of mutual trust.

#### **MALAYSIA**

**Limitation of Liability:** The word "*SPECIAL*" in item 3 of the fifth paragraph is deleted.

#### **NEW ZEALAND**

**What this Warranty Covers:** *The following paragraph is added to this Section:*

The warranties specified in this section are in addition to any rights you may have under the Consumer Guarantees Act 1993 or other legislation which cannot be excluded or limited. The Consumer Guarantees Act 1993 will not apply in respect of any goods which IBM provides, if you require the goods for the purposes of a business as defined in that Act.

**Limitation of Liability:** *The following is added to this Section:*

Where Machines are not acquired for the purposes of a business as defined in the Consumer Guarantees Act 1993, the limitations in this Section are subject to the limitations in that Act.

#### **PEOPLE'S REPUBLIC OF CHINA (PRC)**

**Governing Law:** *The following replaces "laws of the country in which you acquired the Machine" in the first sentence:*

laws of the State of New York, United States of America (except when local law requires otherwise).

#### **PHILIPPINES**

**Limitation of Liability:** *Item 3 in the fifth paragraph is replaced by the following:*

**SPECIAL (INCLUDING NOMINAL AND EXEMPLARY DAMAGES), MORAL, INCIDENTAL, OR INDIRECT DAMAGES FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR**

**Arbitration:** The following is added: under this heading

Disputes arising out of or in connection with this Statement of Limited Warranty shall be finally settled by arbitration which shall be held in Metro Manila, Philippines in accordance with the laws of the Philippines then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law. The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Philippine Dispute Resolution Center, Inc. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred. If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed. All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Statement of Limited Warranty prevails over any other language version.

#### **SINGAPORE**

**Limitation of Liability:** *The words "*SPECIAL*" and "*ECONOMIC*" in item 3 in the fifth paragraph are deleted.*

#### **EUROPE, MIDDLE EAST, AFRICA (EMEA)**

**THE FOLLOWING TERMS APPLY TO ALL EMEA COUNTRIES:**

The terms of this Statement of Limited Warranty apply to Machines purchased from IBM or an IBM reseller.

**How to Obtain Warranty Service:**

*Add the following paragraph in **Western Europe** (Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, Vatican State, and any country subsequently added to the European Union, as from the date of accession):* The warranty for Machines acquired in Western Europe shall be valid and applicable in all Western Europe countries provided the Machines have been announced and made available in such countries. If you purchase a Machine in one of the Western European countries, as defined above, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM, provided the Machine has been announced and made available by IBM in the country in which you wish to obtain service. If you purchased a Personal Computer Machine in Albania, Armenia, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Georgia, Hungary, Kazakhstan, Kyrgyzstan, Federal Republic of Yugoslavia, Former Yugoslav Republic of Macedonia (FYROM), Moldova, Poland, Romania, Russia, Slovak Republic, Slovenia, or Ukraine, you may obtain warranty service for that Machine in any of those countries from either (1) an IBM reseller approved to perform warranty service or (2) from IBM. If you purchase a Machine in a Middle Eastern or African country, you may obtain warranty service for that Machine from the IBM entity within the country of purchase, if that IBM entity provides warranty service in that country, or from an IBM reseller, approved by IBM to perform warranty service on that Machine in that country. Warranty service in Africa is available within 50 kilometers of an IBM approved service provider. You are responsible for transportation costs for Machines located outside 50 kilometers of an IBM approved service provider.

**Governing Law:**

*The phrase "the laws of the country in which you acquired the Machine" is replaced by:*

1) "the laws of Austria" in **Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia;** 2) "the laws of France" in **Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna;** 3) "the laws of Finland" in **Estonia, Latvia, and Lithuania;** 4) "the laws of England" in **Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, the United Kingdom, West Bank/Gaza, Yemen, Zambia, and Zimbabwe;** and 5) "the laws of South Africa" in **South Africa, Namibia, Lesotho and Swaziland.**

**Jurisdiction:** *The following exceptions are added to this section:*

1) **In Austria** the choice of jurisdiction for all disputes arising out of this Statement of Limited Warranty and relating thereto, including its existence, will be the



competent court of law in Vienna, Austria (Inner-City); 2) in **Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, West Bank/Gaza, Yemen, Zambia, and Zimbabwe** all disputes arising out of this Statement of Limited Warranty or related to its execution, including summary proceedings, will be submitted to the exclusive jurisdiction of the English courts; 3) in **Belgium and Luxembourg**, all disputes arising out of this Statement of Limited Warranty or related to its interpretation or its execution, the law, and the courts of the capital city, of the country of your registered office and/or commercial site location only are competent; 4) in **France, Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna** all disputes arising out of this Statement of Limited Warranty or related to its violation or execution, including summary proceedings, will be settled exclusively by the Commercial Court of Paris; 5) in **Russia**, all disputes arising out of or in relation to the interpretation, the violation, the termination, the nullity of the execution of this Statement of Limited Warranty shall be settled by Arbitration Court of Moscow; 6) in **South Africa, Namibia, Lesotho and Swaziland**, both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the High Court in Johannesburg; 7) in **Turkey** all disputes arising out of or in connection with this Statement of Limited Warranty shall be resolved by the Istanbul Central (Sultanahmet) Courts and Execution Directorates of Istanbul, the Republic of Turkey; 8) in each of the following specified countries, any legal claim arising out of this Statement of Limited Warranty will be brought before, and settled exclusively by, the competent court of a) Athens for **Greece**, b) Tel Aviv-Jaffa for **Israel**, c) Milan for **Italy**, d) Lisbon for **Portugal**, and e) Madrid for **Spain**; and 9) in **the United Kingdom**, both of us agree to submit all disputes relating to this Statement of Limited Warranty to the jurisdiction of the English courts.

**Arbitration:** *The following is added under this heading:*

**In Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldova, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia** all disputes arising out of this Statement of Limited Warranty or related to its violation, termination or nullity will be finally settled under the Rules of Arbitration and Conciliation of the International Arbitral Center of the Federal Economic Chamber in Vienna (Vienna Rules) by three arbitrators appointed in accordance with these rules. The arbitration will be held in Vienna, Austria, and the official language of the proceedings will be English. The decision of the arbitrators will be final and binding upon both parties. Therefore, pursuant to paragraph 598 (2) of the Austrian Code of Civil Procedure, the parties expressly waive the application of paragraph 595 (1) figure 7 of the Code. IBM may, however, institute proceedings in a competent court in the country of installation. **In Estonia, Latvia and Lithuania** all disputes arising in connection with this Statement of Limited Warranty will be finally settled in arbitration that will be held in Helsinki, Finland in accordance with the arbitration laws of Finland then in effect. Each party will appoint one arbitrator. The arbitrators will then jointly appoint the chairman. If arbitrators cannot agree on the chairman, then the Central Chamber of Commerce in Helsinki will appoint the chairman.

## EUROPEAN UNION (EU)

### ***THE FOLLOWING TERMS APPLY TO ALL EU COUNTRIES:***

The warranty for Machines acquired in EU countries is valid and applicable in all EU countries provided the Machines have been announced and made available in such countries.

**How to Obtain Warranty Service:** *The following is added to this section:*

To obtain warranty service from IBM in EU countries, see the telephone listing in Part 3 - Warranty Information.

You may contact IBM at the following address:

IBM Warranty & Service Quality Dept.

PO Box 30

Spango Valley

Greenock

Scotland PA16 0AH

## CONSUMERS

Consumers have legal rights under applicable national legislation governing the sale of consumer goods. Such rights are not affected by the warranties provided in this Statement of Limited Warranty.

## **AUSTRIA, DENMARK, FINLAND, GREECE, ITALY, NETHERLANDS, NORWAY, PORTUGAL, SPAIN, SWEDEN AND SWITZERLAND**

**Limitation of Liability:** *The following replaces the terms of this section in its entirety:*

Except as otherwise provided by mandatory law:

1. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty or due to any other cause related to this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault) or of such cause, for a maximum amount equal to the charges you paid for the Machine. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.

2. **UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

## FRANCE AND BELGIUM

**Limitation of Liability:** *The following replaces the terms of this section in its entirety:*

Except as otherwise provided by mandatory law:

1. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this Statement of Limited Warranty is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault), for a maximum amount equal to the charges you paid for the Machine that has caused the damages. For purposes of this item, the term "Machine" includes Machine Code

and Licensed Internal Code ("LIC").

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.

2. **UNDER NO CIRCUMSTANCES IS IBM, ITS SUPPLIERS OR RESELLERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.**

**THE FOLLOWING TERMS APPLY TO THE COUNTRY SPECIFIED:**

#### **AUSTRIA**

**The provisions of this Statement of Limited Warranty replace any applicable statutory warranties.**

**What this Warranty Covers:** *The following replaces the first sentence of the first paragraph of this section:*

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

*The following paragraphs are added to this section:*

The limitation period for consumers in action for breach of warranty is the statutory period as a minimum. In case IBM or your reseller is unable to repair an IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

*The second paragraph does not apply.*

**What IBM Will Do to Correct Problems:** *The following is added to this section:*

During the warranty period, IBM will reimburse you for the transportation charges for the delivery of the failing Machine to IBM.

**Limitation of Liability:** *The following paragraph is added to this section:*

The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

*The following sentence is added to the end of item 2:*

IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

#### **EGYPT**

**Limitation of Liability:** *The following replaces item 2 in this section:*

as to any other actual direct damages, IBM's liability will be limited to the total amount you paid for the Machine that is the subject of the claim. For purposes of this item, the term "Machine" includes Machine Code and Licensed Internal Code ("LIC").

*Applicability of suppliers and resellers (unchanged).*

#### **FRANCE**

**Limitation of Liability:** *The following replaces the second sentence of the first paragraph of this section:*

In such instances, regardless of the basis on which you are entitled to claim damages from IBM, IBM is liable for no more than: (items 1 and 2 unchanged).

## GERMANY

**What this Warranty Covers:** *The following replaces the first sentence of the first paragraph of this section:*

The warranty for an IBM Machine covers the functionality of the Machine for its normal use and the Machine's conformity to its Specifications.

*The following paragraphs are added to this section:*

The minimum warranty period for Machines is twelve months. In case IBM or your reseller is unable to repair an IBM Machine, you can alternatively ask for a partial refund as far as justified by the reduced value of the unrepaired Machine or ask for a cancellation of the respective agreement for such Machine and get your money refunded.

*The second paragraph does not apply.*

**What IBM Will Do to Correct Problems:** *The following is added to this section:*

During the warranty period, transportation for delivery of the failing Machine to IBM will be at IBM's expense.

**Limitation of Liability:** *The following paragraph is added to this section:*

The limitations and exclusions specified in the Statement of Limited Warranty will not apply to damages caused by IBM with fraud or gross negligence and for express warranty.

*The following sentence is added to the end of item 2:*

IBM's liability under this item is limited to the violation of essential contractual terms in cases of ordinary negligence.

## HUNGARY

**Limitation of Liability:** *The following is added at the end of this section:*

The limitation and exclusion specified herein shall not apply to liability for a breach of contract damaging life, physical well-being, or health that has been caused intentionally, by gross negligence, or by a criminal act. The parties accept the limitations of liability as valid provisions and state that the Section 314.(2) of the Hungarian Civil Code applies as the acquisition price as well as other advantages arising out of the present Statement of Limited Warranty balance this limitation of liability.

## IRELAND

**What this Warranty Covers:** *The following is added to this section:*

Except as expressly provided in these terms and conditions, all statutory conditions, including all warranties implied, but without prejudice to the generality of the foregoing all warranties implied by the Sale of Goods Act 1893 or the Sale of Goods and Supply of Services Act 1980 are hereby excluded.

**Limitation of Liability:** *The following replaces the terms of section in its entirety:*

For the purposes of this section, a "Default" means any act, statement, omission, or negligence on the part of IBM in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which IBM is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default occurring on the date of occurrence of the last such Default.

Circumstances may arise where, because of a Default, you are entitled to recover damages from IBM. This section sets out the extent of IBM's liability and your sole remedy.

1. IBM will accept unlimited liability for death or personal injury caused by the negligence of IBM
2. Subject always to the **Items for Which IBM is Not Liable** below, IBM will accept unlimited liability for physical damage to your tangible property resulting from the negligence of IBM.

3. Except as provided in items 1 and 2 above, IBM's entire liability for actual damages for any one Default will not in any event exceed the greater of 1) EUR 125,000, or 2) 125% of the amount you paid for the Machine directly relating to the Default.

#### **Items for Which IBM is Not Liable**

Save with respect to any liability referred to in item 1 above, under no circumstances is IBM, its suppliers or resellers liable for any of the following, even if IBM or they were informed of the possibility of such losses:

1. loss of, or damage to, data;
2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

#### **SLOVAKIA**

**Limitation of Liability:** *The following is added to the end of the last paragraph:*

The limitations apply to the extent they are not prohibited under §§ 373-386 of the Slovak Commercial Code.

#### **SOUTH AFRICA, NAMIBIA, BOTSWANA, LESOTHO AND SWAZILAND**

**Limitation of Liability:** *The following is added to this section:*

IBM's entire liability to you for actual damages arising in all situations involving nonperformance by IBM in respect of the subject matter of this Statement of Warranty will be limited to the charge paid by you for the individual Machine that is the subject of your claim from IBM.

#### **UNITED KINGDOM**

**Limitation of Liability:** *The following replaces the terms of this section in its entirety:*

For the purposes of this section, a "Default" means any act, statement, omission, or negligence on the part of IBM in connection with, or in relation to, the subject matter of this Statement of Limited Warranty in respect of which IBM is legally liable to you, whether in contract or tort. A number of Defaults which together result in, or contribute to, substantially the same loss or damage will be treated as one Default. Circumstances may arise where, because of a Default, you are entitled to recover damages from IBM. This section sets out the extent of IBM's liability and your sole remedy.

1. IBM will accept unlimited liability for:
  - a. death or personal injury caused by the negligence of IBM; and
  - b. any breach of its obligations implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982, or any statutory modification or re-enactment of either such Section.
2. IBM will accept unlimited liability, subject always to the **Items for Which IBM is Not Liable** below, for physical damage to your tangible property resulting from the negligence of IBM.
3. IBM's entire liability for actual damages for any one Default will not in any event, except as provided in items 1 and 2 above, exceed the greater of 1) Pounds Sterling 75,000, or 2) 125% of the total purchase price payable or the charges for the Machine directly relating to the Default.

These limits also apply to IBM's suppliers and resellers. They state the maximum for which IBM and such suppliers and resellers are collectively responsible.

#### **Items for Which IBM is Not Liable**

Save with respect to any liability referred to in item 1 above, under no circumstances is IBM or any of its suppliers or resellers liable for any of the following, even if IBM or they were informed of the possibility of such losses:

1. loss of, or damage to, data;



2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

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## Part 3 - Warranty Information

This Part 3 provides information regarding the warranty applicable to your Machine, including the warranty period and type of warranty service IBM provides.

### Warranty Period

The warranty period may vary by country or region and is specified in the table below. NOTE: "Region" means either Hong Kong or Macau Special Administrative Region of China. A warranty period of 3 years on parts and 3 years on labor means that IBM provides warranty service without charge for parts and labor during the 3 year warranty period.

#### IBM Portable 40GB USB 2.0 Hard Drive with Rescue and Recovery

Country or Region of Purchase	Warranty Period	Type of Warranty Service
Worldwide	3 years	7

## Types of Warranty Service

If required, IBM provides repair or exchange service depending on the type of warranty service specified for your Machine in the above table and as described below. Warranty service may be provided by your reseller if approved by IBM to perform warranty service. Scheduling of service will depend upon the time of your call and is subject to parts availability. Service levels are response time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations, additional charges may apply outside IBM's normal service area, contact your local IBM representative or your reseller for country and location specific information.

### 1. Customer Replaceable Unit ("CRU") Service

IBM provides replacement CRUs to you for you to install. CRU information and replacement instructions are shipped with your Machine and are available from IBM at any time on your request. Installation of Tier 1 CRUs is your responsibility. If IBM installs a Tier 1 CRU at your request, you will be charged for the installation. You may install a Tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service designated for your Machine. IBM specifies in the materials shipped with a replacement CRU whether a defective CRU must be returned to IBM. When return is required, 1) return instructions and a container are shipped with the replacement CRU, and 2) you may be charged for the replacement CRU if IBM does not receive the defective CRU within 30 days of your receipt of the replacement.

### 2. On-site Service

IBM or your reseller will either repair or exchange the failing Machine at your location and verify its operation. You must provide suitable working area to allow disassembly and reassembly of the IBM Machine. The area must be clean, well lit and suitable for the purpose. For some Machines, certain repairs may require sending the Machine to an IBM service center.

### 3. Courier or Depot Service \*

You will disconnect the failing Machine for collection arranged by IBM. IBM will provide you with a shipping container for you to return your Machine to a designated service center. A courier will pick up your Machine and deliver it to the designated service center. Following its repair or exchange, IBM will arrange the return delivery of the Machine to your location. You are responsible for its installation and verification.

**4. Customer Carry-In or Mail-In Service**

You will deliver or mail as IBM specifies (prepaid unless IBM specifies otherwise) the failing Machine suitably packaged to a location IBM designates. After IBM has repaired or exchanged the Machine, IBM will make it available for your collection or, for Mail-in Service, IBM will return it to you at IBM's expense, unless IBM specifies otherwise. You are responsible for the subsequent installation and verification of the Machine.

**5. CRU and On-site Service**

This type of Warranty Service is a combination of Type 1 and Type 2 (see above).

**6. CRU and Courier or Depot Service**

This type of Warranty Service is a combination of Type 1 and Type 3 (see above).

**7. CRU and Customer Carry-In or Mail-In Service**

This type of Warranty Service is a combination of Type 1 and Type 4 (see above).

**When a 5, 6 or 7 type of warranty service is listed, IBM will determine which type of warranty service is appropriate for the repair.**

\* This type of service is called ThinkPad EasyServ or EasyServ in some countries. The IBM Machine Warranty worldwide web site at [http://www.ibm.com/servers/support/machine\\_warranties/](http://www.ibm.com/servers/support/machine_warranties/) provides a worldwide overview of IBM's Limited Warranty for Machines, a Glossary of IBM definitions, Frequently Asked Questions (FAQs) and Support by Product (Machine) with links to Product Support pages. **The IBM Statement of Limited Warranty is also available on this site in 29 languages.**

To obtain warranty service contact IBM or your IBM reseller. In Canada or the United States, call 1-800-IBM-SERV (426-7378). In Canada or the United States, call 1-800-IBM-SERV (426-7378). For other countries, see the telephone numbers below.

Phone numbers are subject to change without notice. For the latest phone number list, go to <http://www.ibm.com/pc/support> and click **Support Phone List**.

Country or Region	Telephone Number	Country or Region	Telephone Number
Africa	+44 (0) 1475 555 055	Japan	Desktop: 0120-887-870 • Overseas calls: 81-46-266-1084  ThinkPad: 0120-887-874 • Overseas calls: 81-46-266-1084  IntelliStation and xSeries: 81-46-266-1358  PC Software: 0120-558-695 • Overseas calls: 81-44-200-8666
Argentina	0800-666-0011	Luxembourg	298-977-5063
Australia	131-426	Malaysia	(60) 3-7727-7800
Austria	01-24592-5901	Mexico	001-866-434-2080
Bolivia	0800-0189	Middle East	+44 (0) 1475 555 055
Belgium	Dutch: 02-210 9820 French: 02-210 9800	Netherlands	020-514 5770
Brazil	55-11-3889-8986	New Zealand	0800-446-149
Canada	English: 1-800-565-3344  French: 1-800-565-3344  In Toronto: 416-383-3344	Nicaragua	255-6658
Chile	800-224-488	Norway	66 81 11 00
China	800-810-1818	Panama	206-6047
China (Hong Kong and S.A.R.)	Home PC: 852-2825-7799  Commercial PC: 852-8205-0333	Peru	0-800-50-866
Colombia	980-912-3021	Philippines	(63) 2-995-2225
Costa Rica	284-3911	Portugal	21-892-7147
Denmark	45 20 82 00	Russia	095-940-2000
Dominican Republic	566-4755  or 566-5161 ext. 8201  Toll Free within the Dominican Republic: 1-200-1929	Singapore	(65) 1-800-840-9911
Ecuador	1-800-426911 (option #4)	Spain	91-714-7983



Country or Region	Telephone Number	Country or Region	Telephone Number
El Salvador	250-5696	Sweden	08-477 4420
Finland	09-459 69 60	Switzerland	058-333-0900
France	02 38 55 74 50	Taiwan	886-2-8723-9799
Germany	07032-1549 201	Thailand	(66) 2-273-4000
Guatemala	335-8490	Turkey	00-800-446-32-041
Honduras	Tegucigalpa & Sand Pedro Sula: 232-4222  San Pedro Sula: 552-2234	United Kingdom	0-1475-555 055
India	1600-44-6666	United States	1-800-IBM-SERV  (1-800-426-7378)
Indonesia	(62) 21-523-8535	Uruguay	000-411-005-6649
Ireland	01-815-9202	Venezuela	0-800-100-2011
Italy	01-815-9202	Vietnam	Ho Chi Minh: (84) 8-829-5160  Hanoi: (84) 4-843-6675



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## Electronic emission notices

Portable 40GB USB 2.0 Hard Drive with Rescue and Recovery

### Federal Communications Commission (FCC) statement

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the 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 does cause 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 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 an IBM authorized dealer or service representative for help.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Proper cables and connectors are available from IBM authorized dealers. IBM is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Responsible party:  
International Business Machines Corporation

New Orchard Road  
Armonk, NY 10504  
Telephone: 1-919-543-2193

 Tested To Comply  
With FCC Standards  
FOR HOME OR OFFICE USE

### **Industry Canada Class B emission compliance statement**

This Class B digital apparatus complies with Canadian ICES-003.

### **Avis de conformite a la reglementation d'Industrie Canada**

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

### **Deutsche EMV-Direktive (electromagnetische Verträglichkeit)**

Zulassungbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) vom 30. August 1995 (bzw. der EMC EG Richtlinie 89/336):

Dieses Gerät ist berechtigt in Übereinstimmung mit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen. Verantwortlich für die Konformitätserklärung nach Paragraph 5 des EMVG ist die:

IBM Deutschland Informationssysteme GmbH, 70548 Stuttgart.

Informationen in Hinsicht EMVG Paragraph 3 Abs. (2) 2:

Das Gerät erfüllt die Schutzanforderungen nach EN 55024:1998 und EN 55022:1998 Klasse B.
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EN 55022 Hinweis:

“Wird dieses Gerät in einer industriellen Umgebung betrieben (wie in EN 55022:B festgelegt), dann kann es dabei eventuell gestört werden. In solch einem FA11 ist der Abstand bzw. die Abschirmung zu der industriellen Störquelle zu vergrößern.”

Anmerkung:

Um die Einhaltung des EMVG sicherzustellen sind die Geräte, wie in den IBM Handbüchern angegeben, zu installieren und zu betreiben.

### **European Union - emission directive**

This product is in conformity with the protection requirements of EU Council Directive 89/336/ECC on the approximation of the laws of the Member States relating to electromagnetic compatibility.

IBM can not accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the fitting of non-IBM option cards.

This product has been tested and found to comply with the limits for Class B Information Technology Equipment according to European Standard EN 55022. The limits for Class B equipment were derived for typical residential environments to provide reasonable protection against interference with licensed communication devices.

#### **Union Européenne - Directive Conformité électromagnétique**

Ce produit est conforme aux exigences de protection de la Directive 89/336/EEC du Conseil de l'UE sur le rapprochement des lois des États membres en matière de compatibilité électromagnétique.

IBM ne peut accepter aucune responsabilité pour le manquement aux exigences de protection résultant d'une modification non recommandée du produit, y compris l'installation de cartes autres que les cartes IBM.

Ce produit a été testé et il satisfait les conditions de l'équipement informatique de Classe B en vertu de Standard européen EN 55022. Les conditions pour l'équipement de Classe B ont été définies en fonction d'un contexte résidentiel ordinaire afin de fournir une protection raisonnable contre l'interférence d'appareils de communication autorisés.

#### **Unione Europea - Directiva EMC (Conformidad electromagnética)**

Este producto satisface los requisitos de protección del Consejo de la UE, Directiva 89/336/CEE en lo que a la legislatura de los Estados Miembros sobre compatibilidad electromagnética se refiere.

IBM no puede aceptar responsabilidad alguna si este producto deja de satisfacer dichos requisitos de protección como resultado de una modificación no recomendada del producto, incluyendo el ajuste de tarjetas de opción que no sean IBM.

Este producto ha sido probado y satisface los límites para Equipos Informáticos Clase B de conformidad con el Estándar Europeo EN 55022. Los límites para los equipos de Clase B se han establecido para entornos residenciales típicos a fin de proporcionar una protección razonable contra las interferencias con dispositivos de comunicación licenciados.

#### **Union Europea - Normativa EMC**

Questo prodotto è conforme alle normative di protezione ai sensi della Direttiva del Consiglio dell'Unione Europea 89/336/CEE sull'armonizzazione legislativa degli stati membri in materia di compatibilità elettromagnetica.

IBM non accetta responsabilità alcuna per la mancata conformità alle normative di protezione dovuta a modifiche non consigliate al prodotto, compresa l'installazione di schede e componenti di marca diversa da IBM.

Le prove effettuate sul presente prodotto hanno accertato che esso rientra nei limiti stabiliti per le apparecchiature di informatica Classe B ai sensi della Norma Europea EN 55022. I limiti delle apparecchiature della Classe B sono stati stabiliti al fine di fornire ragionevole protezione da interferenze mediante dispositivi di comunicazione in concessione in ambienti residenziali tipici.

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