

nexus7

**Warranty & Safety**

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Some information in this guide may differ in some details from the product or its software. All information in this document is subject to change without notice.

The Nexus 7 tablet is certified by ASUS under the name ASUS Pad K008.

# ASUS Warranty Information Form

Mr/Mrs./Ms/Miss: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

E-mail: \_\_\_\_\_

Purchase Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ (DD/MM/YYYY)

Dealer's Name: \_\_\_\_\_

Dealer's Telephone  
Number: \_\_\_\_\_

Dealer's Address: \_\_\_\_\_

Serial Number:

Important: Please store this card in a secured location for future reference. ASUS reserves the right to request this document before accepting repair requests.

This ASUS manufacturer warranty (hereafter referred to as the "Warranty") is granted by ASUSTeK Computer Inc. (hereafter referred to as "ASUS") to the purchaser (hereafter referred to as "You") of the ASUS computer system (hereafter referred to as the "Product"). This warranty card is being delivered with the Product, subject to the following terms and conditions. ASUS accredited Service Agents and Repair Centers will provide the services covered under this Warranty.

### **Warranty period of the Product**

This warranty applies for the period defined on the label sticker on the warranty card ("Warranty Period"), for example: 24 means 24 months, and 36 means 36 months from the date the Product was first purchased by an end-customer ("Date Of Purchase"). If proof of purchase cannot be provided, the manufacture date as recorded by ASUS will be deemed to be the start of Warranty Period.

### **Statutory Guarantees**

This warranty is given independently of any statutory warranty that may apply in the country of purchase and does not affect or limit such statutory warranty in any manner whatsoever.

ASUS warrants the Product to be free from defects in workmanship and materials for the Warranty Period. The Warranty does not cover bundled accessories, which were delivered together with the Product such as: cables, bag, mouse etc. If the Product fails during normal and proper

use within the Warranty Period, ASUS will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied.

## 1. General

This Warranty applies only if the Product was newly manufactured on the Date of Purchase and not sold as used, refurbished or manufacturing seconds. Please keep the original purchase invoice and this warranty card for future service request. This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, non-ASUS modifications to the product, any software programs, normal wear and tear or any other event, act, default or omission outside ASUS' control. For further details, see section 6 of this Warranty Card.

All components that an ASUS Service Center repaired or replaced will be under warranty for three months or for the remainder of the warranty period, whichever is applicable. The Repair Center may recover the originally configured operation system bundled with the Product. **ASUS will not restore or transfer any data or software from the Product's original storage media. If the Product is repaired, all user generated data may be permanently deleted.**

If the Product is under Warranty, You hereby agree to transfer the ownership of replaced defective parts and such parts shall automatically become the property of ASUS.

## **2. Software Support**

Any software delivered with the Product is provided “as-is”. ASUS does not guarantee uninterrupted or error-free operation of any software provided with the Product.

This warranty covers the hardware of the Product. ASUS will provide technical support for the Product’s preinstalled software only when it concerns the proper functioning of the hardware. For other problems with the software, we advise You to review the user manuals, the ASUS support web site and/or other online resources. Third party software may require support from the respective vendors.

## **3. Customer responsibility**

### **When using the Product**

- Read the user manual first and use the Product only according to the user manual.
- Do not leave the Product connected to the power supply once it is fully charged and not turned on. Some electrical items are not designed to be left connected to the power supply for extended periods of time.
- Periodically back up your data stored on the Product.
- Keep the original packaging. In case the Product needs to be returned for repair, original packaging provides a better protection for the Product during transportation.

- Please check the manual and ASUS support website for troubleshooting solutions, before contacting the customer service.
- If the Product is designed with the TPM (Trusted Platform Module) function, keep the embedded security chip pre-boot password in a safe place **(Note: Due to the design of TPM, it is not possible for ASUS to reset the embedded security chip pre-boot password. If the password is lost, the Product can only be repaired by replacing the entire motherboard, which is not covered under the Warranty.)**

### When contacting ASUS Customer Service

- Before contacting ASUS technical support, ensure that You have the Product in front of You and that it is turned on, if feasible. Please also be ready to provide the Product's serial number, the model name, and proof of purchase.
- Technical support hotline phone number can be found at <http://support.asus.com>.
- You will be requested by ASUS to perform some of the Product's troubleshooting tasks or actions, which may include the following:
  - Restoring the Product's operating system, factory-installed drivers, and applications to the factory default settings.
  - Installing updates, patches or service packs.
  - Running diagnostic tools and programs on the Product.
  - Allowing ASUS technical support agent to access the Product with remote diagnostic tools (when available).

- Performing other reasonable activities requested by ASUS, which will assist in identifying or resolving the problems.
- If the problem is not solved remotely, you will have to return the Product to an ASUS Repair Center (this process is called "RMA"). ASUS will issue an RMA number for Your Product. Please record Your RMA Number for tracking purposes.
- Describe the problem clearly and completely on the RMA request form.
- Enclose a copy of this completed warranty card and a copy of Your sales invoice/receipt detailing the purchase of Your Product. (Please note: ASUS reserves the right to request the original documents.) If You do not provide the requested documents for warranty validation then the manufacture date of the Product as recorded by ASUS will be deemed to be the start of Warranty Period.
- Ensure that You have fully backed up all the data stored on Your Product and removed any personal, confidential, or proprietary information before any service process is started. You agree that ASUS may delete any data, software, or programs installed on the Product without restoring them. ASUS shall not be held liable for the permanent loss, damage, or misuse of your data.
- Pack the Product in a safe and stable packaging. The original packaging may be useful for this purpose. In any case, the packaging should meet the following requirements: Use a rigid box with flaps intact



- Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable
- Wrap all items separately
- Use adequate cushioning material
- Use strong tape designed for shipping
- Do not use string or paper over-wrap
- Use a single address label that has clear, complete delivery and return information
- Place a duplicate address label inside the package
- Please do not send in anything but the Product itself unless specifically requested by ASUS. Please remove any accessories as well as any removable storage devices such as memory cards, discs, flash drives, from the Product. ASUS shall have no liability for the loss, damage or destruction of accessories or removable storage devices, unless they are caused by willful or gross negligent acts by ASUS.
- Remove or provide any password that You assigned to the Product. If access to the Product is blocked by passwords, then ASUS may not detect and repair all failures of the Product.
- If the Product is designed with the TPM (Trusted Platform Module) function, provide the embedded security chip pre-boot password.

#### **4. RMA methods**

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

#### **5. Exclusions from this limited Warranty Service**

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

- a. The Product has been tampered with, repaired and/or modified by non-authorized personnel;
- b. The serial number of the Product, components or accessories has been altered, cancelled or removed;
- c. The warranty seals have been broken or altered;
- d. Obsolescence;
- e. Damage (accidental or otherwise) to the Product that does not impact the Product's operation and functions, such as without limitation to rust, change in color, texture or finish, wear and tear, and gradual deterioration;

- f. Damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, and use under abnormal conditions;
- g. Damage to the Product caused by improper installation, improper connection or malfunction of a peripheral device such as printer, optical drive, network card, or USB device, etc.;
- h. Damage to the Product caused by an external electrical fault or any accident;
- i. Damage to the Product resulting from use outside of the operation, storage parameters, or environment detailed in the User's Manual;
- j. Damage to the Product caused by third party software or virus(es); or there is software loss or data loss that may occur during repair or replacement;
- k. Unusability due to forgotten or lost security passwords;
- l. Unusability of or damage to the Product caused by contamination with hazardous substances, diseases, vermin, or radiation;
- m. Fraud, theft, unexplained disappearance, or willful act;
- n. Unusability or damage to the Product caused by installing and using the Unlock Device App, which is a utility that will unlock your Product's boot loader but will render the Product's warranty null and void.

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

## **6. Privacy**

You agree and understand that it is necessary for ASUS to collect, transfer, and process personal data in order to facilitate the requested service; and that for this purpose Your data may be transferred to and processed in any country where ASUS or its affiliated companies maintains offices, which include countries outside of the European Union, the mandatory laws of which do not guarantee a data protection level equivalent to the laws of EU member states. However,

ASUS will use and protect Your personal data at any time and in any country subject to the ASUS Privacy Policy. Please access and read the ASUS Privacy Policy at [http://www.asus.com/Terms\\_of\\_Use\\_Notice\\_Privacy\\_Policy/Privacy\\_Policy/](http://www.asus.com/Terms_of_Use_Notice_Privacy_Policy/Privacy_Policy/).

## **7. Out-of-Warranty cases**

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

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

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

## **8. Abandoned Property**

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

## **9. International Warranty and Support**

This Warranty applies in the country of purchase.

Additionally this Warranty entitles You during the Warranty Period to international ASUS warranty service in Europe, North America (USA, Canada and Mexico), Asia, Africa and Australia/Oceania, subject to the following additional restrictions:

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

- Certain countries may require additional documentation, such as proof of purchase or proof of proper importation, prior to performing International Warranty and Support.
- To enjoy the comprehensive international warranty service, visit ASUS Service Center website at <http://support.asus.com/contact> for detailed locations.

### **ASUS contact details**

#### **This warranty is provided by:**

ASUSTeK Computer Inc.

Nr. 15 Li-Te Road, Peitou

Taipei 112, Taiwan

Phone: +886-2-2894-3447

## Safe Temperature

Use Nexus 7 only in environments with ambient temperatures between 0°C (32°F) and 35°C (95°F).

## Airplane precautions

Check with airline personnel if you want to use your Nexus 7 on board an aircraft. Most airlines have restrictions for using electronic devices. Most airlines allow electronic use only between and not during takeoffs and landings.



There are three main types of airport security devices: X-ray machines (used on items placed on conveyor belts), magnetic detectors (used on people walking through security checks), and magnetic wands (hand-held devices used on people or individual items). You can send your Nexus 7 through airport X-ray machines. But do not send your Nexus 7 through airport magnetic detectors or expose it to magnetic wands.

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# FCC RF Exposure Requirements

## Nexus7 K008

WLAN 2.4GHz: 1.28 W/kg  
WLAN 5GHz : 1.17 W/kg

The highest SAR value for the device as reported to the FCC is 1.28 W/kg when placed next to the body.

## Radiation Exposure Statement

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

The exposure standard for wireless device employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg.

Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands.

K008 CE SAR  
(Max SAR 10g, 0.427 W/Kg)

Mode / Band Test Position SA R-10g(W/kg)  
WLAN 2.4GHz Body 0.427  
WLAN 5GHz Body 0.350

## Federal Communication Commission Interference Statement

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.

This device 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 the dealer or an experienced radio/TV technician for help.

## **FCC Caution**

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

The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. Note: The country code selection is for non-US models only and is not available to all US models. Per FCC regulation, all WiFi product marketed in US must be fixed to US operation channels only.

Operations in the 5.15-5.25GHz band are restricted to indoor usage only.

## **Limitation of Liability**

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

or infringement under this Warranty Statement. This limit also applies to ASUS' suppliers and its reseller. It is the maximum for which ASUS, its suppliers, and your reseller are collectively responsible. **UNDER NO CIRCUMSTANCES IS ASUS LIABLE FOR ANY OF THE FOLLOWING: (1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES; (2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR (3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF ASUS, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY.**

## Industry Canada Statement

This device complies with RSS-210 of the Industry Canada 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.

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

## Radiation Exposure Statement

The product complies with the Canada portable RF exposure limit set forth for an uncontrolled environment and is safe for intended operation as described in this manual. The further RF exposure reduction can be achieved if the product can be kept as far as possible from the user's body or set to lower output power if such function is available.

This device and its antenna(s) must not be co-located

or operating in conjunction with any other antenna or transmitter, except tested built-in radios. The County Code Selection feature is disabled for products marketed in the US/Canada.

Caution:

(i) The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(ii) the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall comply with the e.i.r.p. limit; and

(iii) the maximum antenna gain permitted for devices in the band 5725-5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point and non point-to-point operation as appropriate.

(iv) Users should also be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

A minimum separation distance of 1.5 cm must be maintained between the user's body and the device, including the antenna during body-worn operation to comply with the RF exposure requirements in Europe.

## Hearing Warning

This device has been tested to comply with the Sound Pressure Level requirement laid down in the applicable EN 50332-1 and/or EN 50332-2 standards. Permanent hearing loss may occur if earphones or headphones are used at high volume for prolonged periods of time.



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

## Declaration of Conformity

### Europe – EU Declaration of Conformity

This device complies with the essential requirements of the R&TTE Directive 1999/5/EC. The following test methods have been applied in order to prove presumption of conformity with the essential requirements of the R&TTE Directive 1999/5/EC:

EN 60950-1: 2006+A11:2009+A1:2010+A12:2011

EN 62479: 2010

EN 62209-2: 2010

EN 62311: 2008

EN 50332-2:2003

EN 300 328 V1.7.1: 2006

Electromagnetic compatibility and Radio spectrum Matters (ERM); Wideband Transmission systems; Data transmission equipment operating in the 2,4 GHz ISM band and using spread spectrum modulation techniques; Harmonized EN covering essential requirements under article 3.2 of the R&TTE Directive

EN 301 489-1 V1.9.2: 2011

Electromagnetic compatibility and Radio Spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 1: Common technical requirements

EN 301 489-3 V1.4.1

ElectroMagnetic compatibility and Radio spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment ad services; Part 7: Specific conditions for mobile and portable radio and ancillary equipment of digital cellular radio telecommunications systems (GSM and DCS)

EN 301 489-17 V2.1.1 2009

Electromagnetic compatibility and Radio spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 17: Specific conditions for 2,4 GHz wideband transmission systems and 5 GHz high performance RLAN equipment

EN 300 440-1 V1.6.1:2010/-2 V1.4.1: 2010

EN 302 291-1 V1.1.1 / -2 V1.1.1

EN 301 893 V1.6.1

EN 55022: 2010

EN 55024: 2010

## CE Mark Warning



CE marking for devices with wireless LAN/Bluetooth

This equipment complies with the requirements of Directive 1999/5/EC of the European Parliament and Commission from 9 March, 1999 governing Radio and Telecommunications Equipment and mutual recognition of conformity.

This equipment may be operated in all member states of the EU as well as Switzerland, Norway and Iceland. In France, this equipment may be used indoors only.

For further details, see [www.arcep.fr](http://www.arcep.fr).

<b>AT</b>	<b>EE</b>	<b>HU</b>	<b>LU</b>	<b>SK</b>	<b>IS</b>	<b>RO</b>
<b>BE</b>	<b>FI</b>	<b>IE</b>	<b>MT</b>	<b>SI</b>	<b>LI</b>	<b>TR</b>
<b>CY</b>	<b>FR*</b>	<b>IT</b>	<b>NL</b>	<b>ES</b>	<b>NO</b>	<b>GB</b>
<b>CZ</b>	<b>DE</b>	<b>LV</b>	<b>PL</b>	<b>SE</b>	<b>CH</b>	<b>DK</b>
<b>GR</b>	<b>LT</b>	<b>PT</b>	<b>BG</b>			



## Safety Warnings

- Do not disassemble or open crush, bend or deform, puncture, or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the tablet, immerse or expose to water or other liquids, or expose to fire, explosion, or other hazard.
- Use only an authorized service provider to replace the battery.
- Avoid dropping the tablet. If you do drop it and suspect that it's been dropped, take it to a service center for inspection.
- Improper use may result in a fire, explosion, or other hazard.
- The USB charging unit varies by country or region.
- Use only the USB charging unit that comes with your Nexus 7. Using a different charging unit may damage your tablet.
- To avoid risk of injury or damaging your device, connect the charging unit and USB cable before charging your tablet.
- The input voltage range between the wall outlet and this charging unit is AC 100V–240V, and the charging unit's output voltage is DC 5.2V, 1.35A.
- Your Nexus 7 can be charged via the USB port on a computer only when Nexus 7 is in sleep mode (screen off) or turned off. Charging through the USB port will take longer than charging with the USB charging unit.
- Make sure the wall socket where you plug in the charging unit is easily accessible and near your Nexus 7.



DO NOT throw Nexus 7 in municipal waste. This product has been designed to enable proper reuse of parts and recycling. The symbol of the crossed out wheeled bin indicates that the product (electrical, electronic equipment and mercury-containing button cell battery) should not be placed in municipal waste. Check local regulations for disposal of electronic products.