



MacBook Pro

Important Product
Information Guide

This *Important Product Information Guide* contains safety, handling, disposal and recycling, regulatory, and software license information, as well as the one-year limited warranty for your MacBook Pro.



Read all safety information and operating instructions below before using MacBook Pro to avoid injury. For a downloadable version of the MacBook Pro Quick Start guide and the latest version of this *Important Product Information Guide*, visit: support.apple.com/manuals/macbookpro

Important Safety and Handling Information

WARNING: Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage to MacBook Pro or other property.

Built-in battery Do not remove the battery from your MacBook Pro. The battery should be replaced only by an Apple Authorized Service Provider. Discontinue use of your MacBook Pro if it's dropped or appears crushed, bent, deformed, or damaged. Do not expose your MacBook Pro to extreme heat sources, such as radiators or fireplaces, where temperatures might exceed 212°F (100°C).

Proper handling The bottom of your MacBook Pro may become very warm during normal use. The MacBook Pro complies with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950-1).

To operate the computer safely and reduce the possibility of heat-related injuries, follow these guidelines:

- Set up your MacBook Pro on a stable work surface that allows for adequate air circulation under and around the computer.
- Do not operate your MacBook Pro on a pillow, blanket, or other soft material, because the material can block the airflow vents.
- Never place anything over the keyboard when operating your MacBook Pro.
- Do not push objects into the ventilation openings.
- If your MacBook Pro is on your lap and gets uncomfortably warm, remove it from your lap and place it on a stable work surface.

Water and wet locations Keep your MacBook Pro away from sources of liquid, such as drinks, washbasins, bathtubs, shower stalls, and so on. Protect your MacBook Pro from dampness or wet weather, such as rain, snow, and fog.

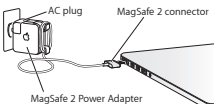
60W MagSafe 2 Power Adapter Use only the power adapter that came with your MacBook Pro, or an Apple-authorized power adapter that is compatible with this

product. Make sure the AC plug or AC power cord is fully inserted into the power adapter before plugging the adapter into a power outlet.

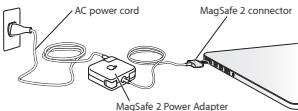
The power adapter may become very warm during normal use. The MagSafe 2 Power Adapter complies with the user-accessible surface temperature limits defined by the International Standard for Safety of Information Technology Equipment (IEC 60950-1).

To reduce the possibility of overheating the power adapter or of heat-related injuries, do one of the following:

- Plug the power adapter directly into a power outlet.



- If you're using the AC power cord, place the power adapter on a desk, table, or on the floor in a well-ventilated location.



Disconnect the power adapter and disconnect any other cables if any of the following conditions exists:

- You want to clean the case (use only the recommended procedure described on the next page).
- The power cord or plug becomes frayed or otherwise damaged.
- Your MacBook Pro or power adapter is exposed to rain, excessive moisture, or liquid spilled into the case.
- Your MacBook Pro or power adapter has been dropped, the case has been damaged, or you suspect that service or repair is required.

The MagSafe 2 power port (where you plug in the MagSafe 2 connector) contains a magnet that can erase data on a credit card, iPod, or other device. To preserve your data, do not place these or other magnetically sensitive material or devices within 1 inch (25 mm) of this port.

If debris gets into the MagSafe 2 power port, remove it gently with a dry cotton swab.

MagSafe 2 power specifications:

Frequency: 50 to 60 Hz, single phase

Line Voltage: 100 to 240 V

Output Voltage: 16.5 V DC, 3.65 A

Hearing damage Permanent hearing loss may occur if earbuds or headphones are used at high volume. You can adapt over time to a higher volume of sound that may sound normal but can be damaging to your hearing. If you experience ringing in your ears or muffled speech, stop listening and have your hearing checked. The louder the volume, the less time is required before your hearing could be affected. Hearing experts suggest that to protect your hearing:

- Limit the amount of time you use earbuds or headphones at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.

High-risk activities This computer is not intended for use in the operation of nuclear facilities, aircraft navigation or communications systems, air traffic control systems, or for any other uses where a failure of the computer system could lead to death, personal injury, or severe environmental damage.

Operating environment Operating your MacBook Pro outside these ranges may affect performance:

Operating temperature: 50° to 95° F (10° to 35° C)

Storage temperature: -4° to 113° F (-20° to 45° C)

Relative humidity: 5% to 90% (noncondensing)

Operating altitude: 0 to 10,000 feet (0 to 3048 meters)

Carrying your MacBook Pro If you carry your MacBook Pro in a bag or briefcase, make sure that there are no loose items (such as paper clips or coins) that could accidentally get inside the computer through vent openings or get stuck inside a port. Also, keep magnetically sensitive items away from the MagSafe 2 power port.

Using connectors and ports Never force a connector into a port. When connecting a device, make sure the port is free of debris, that the connector matches the port, and that you have positioned the connector correctly in relation to the port.

Handling glass parts Your MacBook Pro contains glass components, including the display and trackpad. If they are damaged, don't use your MacBook Pro until it has been repaired by an Apple Authorized Service Provider.

Storing your MacBook Pro If you are going to store your MacBook Pro for an extended period of time, keep it in a cool location (ideally, 71° F or 22° C) and discharge the battery to 50 percent. When storing your computer for longer than five months, discharge the battery to approximately 50 percent. To maintain the capacity of the battery, recharge the battery to 50 percent every six months or so.

Cleaning your MacBook Pro When cleaning the outside of your MacBook Pro and its components, first shut down your MacBook Pro, and then unplug the power adapter. Then dampen the included cleaning cloth to wipe the MacBook Pro exterior. Avoid getting moisture in any

openings. Do not spray liquid directly on the computer. Do not use aerosol sprays, solvents, or abrasives that might damage the finish.

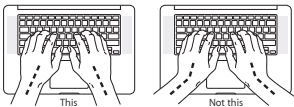
Cleaning the MacBook Pro screen To clean your MacBook Pro screen, first shut down your MacBook Pro and unplug the power adapter. Then dampen the included cleaning cloth with just water and wipe the screen. Do not spray liquid directly on the screen.

Understanding Ergonomics

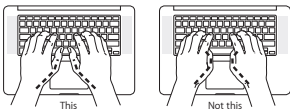
Here are some tips for setting up a healthy work environment.

Keyboard and Trackpad

When you use the keyboard and trackpad, your shoulders should be relaxed. Your upper arm and forearm should form an angle that is slightly greater than a right angle, with your wrist and hand in roughly a straight line.



Use a light touch when typing or using the trackpad and keep your hands and fingers relaxed. Avoid rolling your thumbs under your palms.



Change hand positions often to avoid fatigue. Some computer users might develop discomfort in their hands, wrists, or arms after intensive work without breaks. If you begin to develop chronic pain or discomfort in your hands, wrists, or arms, consult a qualified health specialist.

External Mouse

If you use an external mouse, position the mouse at the same height as the keyboard and within a comfortable reach.

Chair

An adjustable chair that provides firm, comfortable support is best. Adjust the height of the chair so your thighs are horizontal and your feet are flat on the floor. The back of the chair should support your lower back (lumbar region). Follow the manufacturer's instructions for adjusting the backrest to fit your body properly.

You might have to raise your chair so that your forearms and hands are at the proper angle to the keyboard. If this makes it impossible to rest your feet flat on the floor, you can use a footrest with adjustable height and tilt to make up for any gap between the floor and your feet. Or you can lower the desktop to eliminate the need for a footrest. Another option is to use a desk with a keyboard tray that's lower than the regular work surface.

Built-In Display

Adjust the angle of the display to minimize glare and reflections from overhead lights and windows. Do not force the display if you meet resistance. The display is not designed to open past 135 degrees.

You can adjust the brightness of the screen when you take the computer from one work location to another, or if the lighting in your work area changes.

More information about ergonomics is available on the web: www.apple.com/about/ergonomics

Apple and the Environment

Apple Inc. recognizes its responsibility to minimize the environmental impacts of its operations and products.

More information is available on the web: www.apple.com/environment

Learning More, Service, and Support

Your MacBook Pro does not have any user-serviceable parts. If you need service, contact Apple or take your MacBook Pro to an Apple Authorized Service Provider. You can find more information about your MacBook Pro through Help Center, online resources, System Information, and Apple Hardware Test.

Help Center

You can often find answers to your questions, as well as instructions and troubleshooting information, in Help Center on your Mac. Click the Finder icon, click Help in the menu bar, and choose Help Center.

Online Resources

For online service and support information, go to www.apple.com/support and choose your country from the pop-up menu. You can search the AppleCare Knowledge Base, check for software updates, or get help from Apple's discussion forums.

System Information

To get information about your MacBook Pro, use System Information. It shows you what hardware and software is installed, the serial number and operating system version, how much memory is installed, and more. To open System Information, choose Apple () > About This Mac from the menu bar and then click More Info.

Apple Hardware Test

You can use the Apple Hardware Test (AHT) application to help determine if there's a problem with one of the computer's components, such as the memory or processor.

To use Apple Hardware Test: Disconnect all external devices from your computer except the power adapter. Restart your computer and hold down the D key as it starts up. When the AHT chooser screen appears, select the language for your location. Press the Return key or click the right arrow button. When the AHT main screen appears (after about 45 seconds), follow the onscreen instructions. If AHT detects a problem, it displays an error code. Make a note of the error code before pursuing support options. If AHT doesn't detect a hardware failure, the problem might be software related.

AppleCare Service and Support

Your MacBook Pro comes with 90 days of technical support and one year of hardware repair warranty coverage at an Apple Retail Store or an Apple-authorized repair center, such as an Apple Authorized Service Provider. You can extend your coverage by purchasing the AppleCare Protection Plan. For information, visit www.apple.com/support/products or visit the website address for your country listed later in this section.

If you need assistance, AppleCare telephone support representatives can help you with installing and opening applications, and troubleshooting. Call the support center number nearest you (the first 90 days are complimentary). Have the purchase date and your MacBook Pro serial number ready when you call.

Your 90 days of complimentary telephone support begins on the date of purchase.

Australia: (61) 1-300-321-456

New Zealand: 00800-7666-7666

Singapore: 800-186-1087 or (65) 6835-1812

Hong Kong: (852) 2112-0099

Malaysia: 1-800 803-638

Brunei: Dial 800-1111 first, then dial 800-708-5413

www.apple.com/support/country

Telephone numbers are subject to change, and local and national telephone rates may apply. A complete list is available on the web:

www.apple.com/au/support/contact

Regulatory Compliance Information

FCC Compliance 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. See instructions if interference to radio or television reception is suspected.

Radio and Television Interference

This computer equipment generates, uses, and can radiate radio-frequency energy. If it is not installed and used properly—that is, in strict accordance with Apple's instructions—it may cause interference with radio and television reception.

This equipment has been tested and found to comply with the limits for a Class B digital device in accordance with the specifications in Part 15 of FCC rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

You can determine whether your computer system is causing interference by turning it off. If the interference stops, it was probably caused by the computer or one of the peripheral devices.

If your computer system does cause interference to radio or television reception, try to correct the interference by using one or more of the following measures:

- Turn the television or radio antenna until the interference stops.
- Move the computer to one side or the other of the television or radio.
- Move the computer farther away from the television or radio.
- Plug the computer into an outlet that is on a different circuit from the television or radio. (That is, make certain the computer and the television or radio are on circuits controlled by different circuit breakers or fuses.)

If necessary, consult an Apple Authorized Service Provider or Apple. See the service and support information that came with your Apple product. Or consult an experienced radio/television technician for additional suggestions.

Important: Changes or modifications to this product not authorized by Apple Inc. could void the EMC compliance and negate your authority to operate the product.

This product has demonstrated EMC compliance under conditions that included the use of compliant peripheral devices and shielded cables (including Ethernet network cables) between system components. It is important that you use compliant peripheral devices and shielded cables between system components to reduce the possibility of causing interference to radios, television sets, and other electronic devices.

Responsible party (contact for FCC matters only):

Apple Inc. Corporate Compliance
1 Infinite Loop, MS 91-1EMC
Cupertino, CA 95014

Wireless Radio Use

This device is restricted to indoor use when operating in the 5.15 to 5.25 GHz frequency band.

Cet appareil doit être utilisé à l'intérieur.

この製品は、周波数帯域 5.18 ~ 5.32 GHz で動作しているときは、屋内においてのみ使用可能です。

Exposure to Radio Frequency Energy

The radiated output power of the AirPort Extreme technology is below the FCC and EU radio frequency exposure limits. Nevertheless, it is advised to use the wireless equipment in such a manner that the potential for human contact during normal operation is minimized.

FCC Bluetooth® Wireless Compliance

The antenna used with this transmitter must not be colocated or operated in conjunction with any other antenna or transmitter subject to the conditions of the FCC Grant.

Canadian Compliance Statement

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil est conforme aux normes CNR exemptes de licence d'Industrie Canada. Le fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas provoquer d'interférences et (2) cet appareil doit accepter toute interférence, y compris celles susceptibles de provoquer un fonctionnement non souhaité de l'appareil.

Bluetooth Industry Canada Statement

This Class B device meets all requirements of the Canadian interference-causing equipment regulations.

Cet appareil numérique de la Classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

Industry Canada Statement

Complies with the Canadian ICES-003 Class B specifications. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada. This device complies with RSS 210 of Industry Canada.

European Compliance Statement

This product complies with the requirements of European Directives 2006/95/EC, 2004/108/EC, and 1999/5/EC.

Europe–EU Declaration of Conformity



Български Apple Inc. декларира, че това MacBook Pro е в съответствие със съществениите изисквания и другите приложими правила на Директива 1999/5/EC.

Česky Společnost Apple Inc. tímto prohlašuje, že tento MacBook Pro je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.

Dansk Undertegnede Apple Inc. erklærer herved, at følgende udstyr MacBook Pro overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.

Deutsch Hiermit erklärt Apple Inc., dass sich das MacBook Pro in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.

Eesti Käesolevaga kinnitab Apple Inc., et see MacBook Pro vastab direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.

English Hereby, Apple Inc. declares that this MacBook Pro is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

Español Por medio de la presente Apple Inc. declara que este MacBook Pro cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.

Ελληνικά Με την παρούσα, η Apple Inc. δηλώνει ότι αυτή η συσκευή MacBook Pro συμμορφώνεται προς τις βασικές απαιτήσεις και τις λοιπές σχετικές διατάξεις της Οδηγίας 1999/5/EK.

Français Par la présente Apple Inc. déclare que l'appareil MacBook Pro est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.

Íslenska Apple Inc. lýsir því hér með yfir að þetta tæki MacBook Pro fullnægir lágmarkskröfum og öðrum viðeigandi ákvæðum Evrópuþingskipunar 1999/5/EC.

Italiano Con la presente Apple Inc. dichiara che questo dispositivo MacBook Pro è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.

Latviski Ar šo Apple Inc. deklarē, ka MacBook Pro ierice atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.

Lietuvių Šiuo „Apple Inc.“ deklaruoją, kad šis MacBook Pro atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.

Magyar Alulírott, Apple Inc. nyilatkozom, hogy a MacBook Pro megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.

Malti Hawnehkk, Apple Inc., jiddikjara li dan MacBook Pro jikkonforma mal-htigijiet essenzjali u ma provvedimenti oħrajn rilevanti li hemm fid-Direttiva 1999/5/EC.

Nederlands Hierbij verklaart Apple Inc. dat het toestel MacBook Pro in overeenstemming is met de essentiële eisen en de andere bepalingen van richtlijn 1999/5/EG.

Norsk Apple Inc. erklærer herved at dette MacBook Pro -apparatet er i samsvar med de grunnleggende kravene og øvrige relevante krav i EU-direktiv 1999/5/EF.

Polski Niniejszym Apple Inc. oświadczam, że ten MacBook Pro są zgodne z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 1999/5/EC.

Português Apple Inc. declara que este dispositivo MacBook Pro está em conformidade com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.

Română Prin prezenta, Apple Inc. declară că acest aparat MacBook Pro este în conformitate cu cerințele esențiale și cu celelalte prevederi relevante ale Directivei 1999/5/CE.

Slovensko Apple Inc. izjavlja, da je ta MacBook Pro skladne z bistvenimi zahtevami in ostalimi ustreznimi določili direktive 1999/5/ES.

Slovensky Apple Inc. týmto vyhlasuje, že toto MacBook Pro spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.

Suomi Apple Inc. vakuuttaa täten, että tämä MacBook Pro tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.

Svenska Härmed intygar Apple Inc. att denna MacBook Pro står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

A copy of the EU Declaration of Conformity is available at: www.apple.com/euro/compliance

This device can be used in the European Community.

European Community Restrictions

This device is restricted to indoor use in the 5150 to 5350 MHz frequency range.

Korea Warning Statements

대한민국 규정 및 준수

방동위고시에 따른 고지사항

해당 무선설비는 운용 중 전파혼신 가능성이 있음,
이 기기는 인명안전과 관련된 서비스에 사용할 수 없습니다.

B급 기기(가정용 방송통신기자재)

이 기기는 가정용(B급) 전자파적합기기로서 주로
가정에서 사용하는 것을 목적으로 하며, 모든 지
역에서 사용할 수 있습니다.

Singapore Wireless Certification

Complies with
IDA Standards
DB00063

Taiwan Wireless Statements

無線設備的警告聲明

經型式認證合格之低功率射頻電機，非經許可，公司、
商號或使用者均不得擅自變更頻率、加大功率或變更原
設計之特性及功能。低功率射頻電機之使用不得影響飛
航安全及干擾合法通信；經發現有干擾現象時，應立即
停用，並改善至無干擾時方得繼續使用。前項合法通信
指依電信法規定作業之無線電通信。低功率射頻電機須
忍受合法通信或工業、科學及醫療用電波輻射性電機設
備之干擾。

如有這頻率:

於 5.25GHz 至 5.35GHz 區域內操作之
無線設備的警告聲明

工作頻率 5.250 ~ 5.350GHz 該頻段限於室內使用。

Taiwan Class B Statement

Class B 設備的警告聲明

NIL

警告

本電池如果更換不正確會有爆炸的危險
請依製造商說明書處理用過之電池

Japan VCCI Class B Statement

情報処理装置等電波障害自主規制について

この装置は、情報処理装置等電波障害自主規制協議
会 (VCCI) の基準に基づくクラス B 情報技術装置で
す。この装置は家庭環境で使用されることを目的と
していますが、この装置がラジオやテレビジョン受
信機に近接して使用されると、受信障害を引き起
すことがあります。

取扱説明書に従って正しい取扱をしてください。

Russia



MO04

External USB Modem Information

When connecting your MacBook Pro to the phone line using
an external USB modem, refer to the telecommunications
agency information in the documentation that came with
your modem.

ENERGY STAR® Compliance



As an ENERGY STAR® partner, Apple has determined that
standard configurations of this product meet the ENERGY
STAR® guidelines for energy efficiency. The ENERGY STAR®
program is a partnership with electronic equipment
manufacturers to promote energy-efficient products.
Reducing energy consumption of products saves money and
helps conserve valuable resources.

This computer is shipped with power management enabled
with the computer set to sleep after 10 minutes of user
inactivity. To wake your computer, click the mouse or
trackpad button or press any key on the keyboard.

For more information about ENERGY STAR®, visit:
www.energystar.gov

Disposal and Recycling Information



This symbol indicates that your product must be disposed of properly according to local laws and regulations. When your product reaches its end of life, contact Apple or your local authorities to learn about recycling options.

For information about Apple's recycling program, go to: www.apple.com/recycling

European Union—Disposal Information



The symbol above means that according to local laws and regulations your product should be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. Some collection points accept products for free. The separate collection and recycling of your product at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

Türkiye

EEE yönetmeliğine (Elektrikli ve Elektronik Eşyalarda Bazı Zararlı Maddelerin Kullanımının Sınırlanırılmasına Dair Yönetmelik) uygundur.

Brasil—Informações sobre descarte e reciclagem



O símbolo acima indica que este produto e/ou sua bateria não devem ser descartadas no lixo doméstico. Quando decidir descartar este produto e/ou sua bateria, faça-o de acordo com as leis e diretrizes ambientais locais. Para informações sobre o programa de reciclagem da Apple, pontos de coleta e telefone de informações, visite www.apple.com/br/environment.

Battery Disposal Information

Dispose of batteries according to your local environmental laws and guidelines.

Deutschland: Dieses Gerät enthält Batterien. Bitte nicht in den Hausmüll werfen. Entsorgen Sie dieses Gerät am Ende seines Lebenszyklus entsprechend der maßgeblichen gesetzlichen Regelungen.

Nederlands: Gebruikte batterijen kunnen worden ingeleverd bij de chemokar of in een speciale batterijcontainer voor klein chemisch afval (kca) worden gedeponeerd.

台灣



廢電池請回收

China Battery Statement

警告：不要刺破或焚燒。該電池不含水銀。

Taiwan Battery Statement

警告：請勿戳刺或焚燒。此電池不含汞。

Battery Replacement

The rechargeable battery should be replaced only by Apple or an Apple Authorized Service Provider. For more information about battery replacement services, go to: <http://www.apple.com/batteries/replacements.html>

Battery Charger Efficiency



中国

| 有毒或有害物質 | 零部件 | | | | |
|--------------|-----|-----|-----|----|-------|
| | 电路板 | 显示屏 | 電池組 | 附件 | 電源適配器 |
| 鉛 (Pb) | X | X | X | X | X |
| 汞 (Hg) | O | O | O | O | O |
| 鎘 (Cd) | O | O | O | O | O |
| 六價鉻 (Cr, VI) | O | O | O | O | O |
| 多溴聯苯 (PBB) | O | O | O | O | O |
| 多溴二苯醚 (PBDE) | O | O | O | O | O |

O: 表示該有毒有害物質在該部件所有均質材料中的含量均在 SJ/T 11363-2006 規定的限量要求以下。

X: 表示該有毒有害物質至少在該部件的某一均質材料中的含量超出 SJ/T 11363-2006 規定的限量要求。

根据中国电子行业标准 SJ/T11364-2006 和相关的中国政府法规，本产品及其某些内部或外部组件上可能带有环保使用期限标识。取决于组件和组件制造商，产品及其组件上的使用期限标识可能有所不同。组件上的使用期限标识优先于产品上任何与之相冲突的或不同的环保使用期限标识。



Software License Agreement

Use of MacBook Pro constitutes acceptance of the Apple and third-party software license terms found at: www.apple.com/legal/sla

Apple One (1) Year Limited Warranty - Mac

For Apple Branded Products Only

HOW CONSUMER LAW RELATES TO THIS WARRANTY For Australian consumers: The rights described in this warranty are in addition to the statutory rights to which you may be entitled under the Competition and Consumer Act 2010 and other applicable Australian consumer protection laws and regulations. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Repair of the goods may result in loss of data. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR BY COUNTRY OR PROVINCE). OTHER THAN AS PERMITTED BY LAW, APPLE DOES NOT EXCLUDE, LIMIT OR SUSPEND OTHER RIGHTS YOU MAY HAVE, INCLUDING THOSE THAT MAY ARISE FROM THE NONCONFORMITY OF A SALES CONTRACT. FOR A FULL UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR COUNTRY, PROVINCE OR STATE.

WARRANTY LIMITATIONS THAT MAY AFFECT CONSUMER LAW TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. APPLE DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW. IN SO FAR AS SUCH WARRANTIES CANNOT BE DISCLAIMED, APPLE LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY AND, AT APPLE'S OPTION, THE REPAIR OR REPLACEMENT SERVICES DESCRIBED BELOW. SOME STATES (COUNTRIES AND PROVINCES) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY (OR CONDITION) MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU.

WHAT IS COVERED BY THIS WARRANTY? Apple warrants the Apple-branded hardware product and accessories contained in the original packaging ("Apple Product") against defects

in materials and workmanship when used normally in accordance with Apple's published guidelines for a period of ONE (1) YEAR from the date of original retail purchase by the end-user purchaser ("Warranty Period"). Apple's published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications.

WHAT IS NOT COVERED BY THIS WARRANTY? This warranty does not apply to any non-Apple branded hardware products or any software, even if packaged or sold with Apple hardware. Manufacturers, suppliers, or publishers, other than Apple, may provide their own warranties to you but Apple, in so far as permitted by law, provides their products "AS IS". Software distributed by Apple with or without the Apple brand (including, but not limited to system software) is not covered by this warranty. Please refer to the licensing agreement accompanying the software for details of your rights with respect to its use. Apple does not warrant that the operation of the Apple Product will be uninterrupted or error-free. Apple is not responsible for damage arising from failure to follow instructions relating to the Apple Product's use.

This warranty does not apply: (a) to consumable parts, such as batteries, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports; (c) to damage caused by use with another product; (d) to damage caused by accident, abuse, misuse, liquid contact, fire, earthquake or other external cause; (e) to damage caused by operating the Apple Product outside Apple's published guidelines; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Apple or an Apple Authorized Service Provider ("AASP"); (g) to an Apple Product that has been modified to alter functionality or capability without the written permission of Apple; (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Apple Product, or (i) if any serial number has been removed or defaced from the Apple Product.

YOUR RESPONSIBILITIES IF YOUR APPLE PRODUCT IS CAPABLE OF STORING SOFTWARE PROGRAMS, DATA AND OTHER INFORMATION, YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE INFORMATION CONTAINED ON THE STORAGE MEDIA TO PROTECT THE CONTENTS AND AS A PRECAUTION AGAINST POSSIBLE OPERATIONAL FAILURES.

Before receiving warranty service, Apple or its agents may require that you furnish proof of purchase details, respond to questions designed to assist with diagnosing potential issues and follow Apple's procedures for obtaining warranty service. Before submitting your Apple Product for warranty service you should maintain a separate backup copy of the contents of its storage media, remove all personal information that you want to protect and disable all security passwords.

DURING WARRANTY SERVICE IT IS POSSIBLE THAT THE CONTENTS OF THE APPLE PRODUCT'S STORAGE MEDIA

WILL BE LOST, REPLACED OR REFORMATTED. IN SUCH AN EVENT APPLE AND ITS AGENTS ARE NOT RESPONSIBLE FOR ANY LOSS OF SOFTWARE PROGRAMS, DATA OR OTHER INFORMATION CONTAINED ON THE STORAGE MEDIA OR ANY OTHER PART OF THE APPLE PRODUCT SERVICED.

Following warranty service your Apple Product or a replacement product will be returned to you as your Apple Product was configured when originally purchased, subject to applicable updates. You will be responsible for reinstalling all other software programs, data and information. Recovery and reinstallation of other software programs, data and information are not covered under this warranty.

WHAT WILL APPLE DO IN THE EVENT THE WARRANTY IS BREACHED? If during the Warranty Period you submit a valid claim to Apple or an AASP, Apple will, at its option, (i) repair the Apple Product using new or previously used parts that are equivalent to new in performance and reliability, (ii) replace the Apple Product with a product that is at least functionally equivalent to the Apple Product and is formed from new and/or previously used parts that are equivalent to new in performance and reliability, or (iii) exchange the Apple Product for a refund of your purchase price.

Apple may request that you replace certain user-installable parts or products. A replacement part or product, including a user-installable part that has been installed in accordance with instructions provided by Apple, assumes the remaining warranty of the Apple Product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is replaced or a refund provided, any replacement item becomes your property and the replaced or refunded item becomes Apple's property.

HOW TO OBTAIN WARRANTY SERVICE? Please access and review the online help resources described below before seeking warranty service. If the Apple Product is still not functioning properly after making use of these resources, please contact an Apple representative or, if applicable, an Apple owned retail store ("Apple Retail") or AASP, using the information provided below. An Apple representative or AASP will help determine whether your Apple Product requires service and, if it does, will inform you how Apple will provide it. When contacting Apple via telephone, other charges may apply depending on your location.

Online information with details on obtaining warranty service is provided below.

WARRANTY SERVICE OPTIONS Apple will provide warranty service through one or more of the following options:

(i) Carry-in service. You may return your Apple Product to an Apple Retail or AASP location offering carry-in service. Service will be performed at the location, or Apple Retail or an AASP may send your Apple Product to an Apple Repair Service ("ARS") location to be serviced. Once you are notified that service is complete, you will promptly retrieve the Apple Product from the Apple Retail or AASP location, or the Apple Product will be sent directly to your location from the ARS location.

(ii) Mail-in service. If Apple determines that your Apple Product is eligible for mail-in service, Apple will send you prepaid waybills and if applicable, packaging material, so that you may ship your Apple Product to an ARS or AASP location in accordance with Apple's instructions. Once service is complete, the ARS or AASP location will return the Apple Products to you. Apple will pay for shipping to and from your location if all instructions are followed.

(iii) Do-it-yourself (DIY) parts service. DIY parts service allows you to service your own Apple Product. If DIY parts service is available in the circumstances, the following process will apply.

(a) Service where Apple requires return of the replaced product or part. Apple may require a credit card authorization as security for the retail price of the replacement product or part and applicable shipping costs. If you are unable to provide credit card authorization, DIY parts service may not be available to you and Apple will offer alternative arrangements for service. Apple will ship a replacement product or part to you with installation instructions, if applicable, and any requirements for the return of the replaced product or part. If you follow the instructions, Apple will cancel the credit card authorization, so you will not be charged for the product or part and shipping to and from your location. If you fail to return the replaced product or part as instructed or return a replaced product or part that is ineligible for service, Apple will charge your credit card for the authorized amount.

(b) Service where Apple does not require return of the replaced product or part. Apple will ship you free of charge a replacement product or part accompanied by instructions on installation, if applicable, and any requirements for the disposal of the replaced product or part.

(c) Apple is not responsible for any labor costs you incur relating to DIY parts service. Should you require further assistance, contact Apple at the telephone number listed below.

Apple reserves the right to change the method by which Apple may provide warranty service to you, and your Apple Product's eligibility to receive a particular method of service. Service will be limited to the options available in the country where service is requested. Service options, parts availability and response times may vary according to country. You may be responsible for shipping and handling charges if the Apple Product cannot be serviced in the country it is in. If you seek service in a country that is not the country of purchase, you will comply with all applicable import and export laws and regulations and be responsible for all custom duties, V.A.T. and other associated taxes and charges. For international service, Apple may repair or replace products and parts with comparable products and parts that comply with local standards.

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PRIVACY Apple will maintain and use customer information in accordance with the Apple Customer Privacy Policy available at www.apple.com/legal/warranty/privacy.

GENERAL No Apple reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired. This warranty is governed by and construed under the laws of the country in which the Apple Product purchase took place. Apple is identified at the end of this document according to the country or region in which the Apple Product purchase took place. Apple or its successor in title is the warrantor under this warranty.

ONLINE INFORMATION More information of the following is available online:

| | |
|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| International Support Information | http://www.apple.com/support/country |
| Apple Authorized Service Providers | http://support.apple.com/kb/HT1434 |
| Apple Retail Store | http://www.apple.com/retail/storelist/ |
| Apple Support and Service | http://support.apple.com/kb/HE57 |
| Apple Complimentary Support | http://www.apple.com/support/country/index.html?dest=complimentary |

Warranty Obligor For Region Or Country Of Purchase

| Region/Country of Purchase | Address |
|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AMERICAS | |
| Brazil | Apple Computer Brasil Ltda Av. Cidade Jardim 400, 2 Andar, Sao Paulo, SP Brasil 01454-901 |
| Canada | Apple Canada Inc. 7495 Birchmount Rd.; Markham, Ontario, Canada; L3R 5G2 Canada |
| Mexico | Apple Operations Mexico, S.A. de C.V. Prolongacion Paseo de la Reforma #600, Suite 132, Colonia Peña Blanca, Santa Fé, Delegación Álvaro Obregón, México D. F., CP 01210, Mexico |
| United States and Other Americas Countries | Apple Inc. 1 Infinite Loop; Cupertino, CA 95014, U.S.A. |
| EUROPE, MIDDLE EAST AND AFRICA | |
| All Countries | Apple Distribution International Hollyhill Industrial Estate Hollyhill, Cork, Republic of Ireland |
| ASIA PACIFIC | |
| Australia; New Zealand; Fiji, Papua New Guinea; Vanuatu | Apple Pty. Limited. PO Box A2629, Sydney South, NSW 1235, Australia |
| Hong Kong | Apple Asia Limited 2401 Tower One, Times Square, Causeway Bay; Hong Kong |

| Region/Country of Purchase | Address |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| India | Apple India Private Ltd. 19th Floor, Concorde Tower C, UB City No 24, Vittal Mallya Road, Bangalore 560-001, India |
| Japan | Apple Japan, Inc. 3-20-2 Nishishinjuku, Shinjuku-ku, Tokyo, Japan |
| Korea | Apple Japan Inc. 3-20-2 Nishishinjuku, Shinjuku-ku, Tokyo, Japan |
| Afghanistan, Bangladesh, Bhutan, Brunei, Cambodia, Guam, Indonesia, Laos, Singapore, Malaysia, Nepal, Pakistan, Philippines, Sri Lanka, Vietnam | Apple South Asia Pte. Ltd. 7 Ang Mo Kio Street 64 Singapore 569086 |
| People's Republic of China | Apple Computer Trading (Shanghai) Co. Ltd. Room 1815, No. 1 Jilong Road, Waigaoqiao Free Trade Zone, Shanghai 200131 China |
| Thailand | Apple Computer Trading (Shanghai) Co. Ltd. Room 1815, No. 1 Jilong Road, Waigaoqiao Free Trade Zone, Shanghai 200131 China |
| Taiwan | Apple Asia LLC 16A, No. 333 Tun Hwa S. Road. Sec. 2, Taipei, Taiwan 106 |
| Other Asian Pacific Countries | Apple Inc. 1 Infinite Loop; Cupertino, CA 95014, U.S.A. |

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