



# Tech Info Library

## Apple Warranty: RAM, Expan Cards, Now User Installable (2/95)

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TOPIC -----

Effective immediately, Apple is providing clarification on a section of its One-Year Limited Warranty concerning customer installable items. The positioning specifically allows customers to install RAM, VRAM, and other customer installable items without voiding their warranties.

DISCUSSION -----

Apple's warranty states:

"This warranty does not apply...if the product has been modified without the written permission of Apple..."

The following positioning will not be added to the warranty cards included with Apple products at this time. However, this information can and should be verbally communicated to customers.

"Adding DRAM, VRAM or other user-installable upgrade or expansion products to an Apple computer is not considered a modification to that Apple product. Therefore, it is not necessary to obtain Apple's written permission to upgrade or expand an Apple computer. While we strongly recommend that our customers retain the services of an Apple Authorized Service Provider to perform any product upgrades or expansions, customers will not void their Apple warranty if they choose to upgrade or expand their computer themselves. However, if in the course of adding an upgrade or expansion product to their system, customers cause damage to their Apple computer (either through the installation of, or incompatibility of the upgrade or expansion product), Apple's warranty will not cover the cost of repair, or future related repairs.

Due to the risk of exposure to the potentially lethal voltages inside the case, Apple does not endorse separation of the outside plastics of any compact system (for example: Macintosh Plus, Performa 200) by anyone other than an Apple Authorized Service Provider under any circumstances. Therefore, Apple does not endorse the upgrade or expansion of any

compact Macintosh system."

KEY POINT

In the past, the term "modified" was not clearly defined and could have been interpreted to include adding RAM, VRAM, expansion cards, and so on.

Be sure to inform customers that any damage caused by the addition of customer installable items is NOT covered under the warranty.

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Support Information Services

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