ACER introduces PC Diagnostic Suite

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The Scenario

Acer has introduced the use of an Acer PC Diagnostic Suite to facilitate the accurate identification for the fault description with Desktop PC, Notebook & Net book product returned as DOA. In the past Acer would charge a "No Fault Found" fee where the returned product didn't match the fault description provided by the customer. More details about PC Diagnostic can be found at http://www.pc-diagnostics.com/.

The Solution

From the 23rd March 2010 Acer will require your assistance with completing details relating to the fault description for the product returned as DOA.

We have made changes to the DOA request form found on APeC to allow the entry of the PC Diagnostic result. In the event you run the diagnostic software and no result are displayed, please enter the fault description you experience under normal operation.

Failure to run the PC diagnostic software or record an accurate fault description may result in a "No Fault Found" fee applied to the return product as per Acer return's policy.

To download your copy of the Acer PC Diagnostic, go to **http://helpdesk.acer.com.au/usbtool/2/** and follow the online instructions. Please feel free to copy and distribute the software as many times as required by simply executing the file you have downloaded again which in turn will create another bootable USB Key.

In the event the product returned by the customer is deemed DOA and you successfully replace with another Acer product, we would like to provide the peace of mind that for whatever reason the returned product is found to have no fault we will gladly waive the "No Fault Found" fee.

Further Information

If you require any further information, please contact your telesales representative on (02) 8762 3145 or your local Channel Manager.