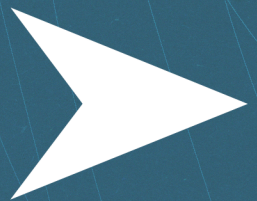


VELOCITY MICRO //

FOR LAPTOPS //

USER GUIDE



Dear Velocity Micro customer,

Thank you for choosing Velocity Micro. Your computer has been handcrafted from the best performance components available by a team of expert engineers. Before your system left our facility, we spent hours meticulously wiring, tuning, and testing it to meet our extreme standards.

This guide contains important information on how to best set up and use your new computer, how to properly maintain it for maximum longevity, and troubleshoot problems should they arise.

Please feel free to contact us with questions, comments, or suggestions. We would love to hear your feedback.

Thanks again, and welcome to the new PC experience.

The team at Velocity Micro

PS – If you see fit, we'd love for you to share your experience on ResellerRatings/velocitymicro, Yelp, or Google Reviews. Those really help us spread the word about our remarkable products!

Note on Shipping

Your computer has just been through the most traumatic experience of its life: shipping. Carefully inspect your system and report any shipping damage to Velocity Micro within 5 days of receiving your system. Reports of shipping damage received after 5 days will not be honored.

Velocity Micro has developed packaging material to protect your computer during shipping. Retain all boxes and packaging materials. You will need them should you ever need to send your PC back to Velocity Micro for upgrades or repairs. If you no longer have these, you may purchase new packaging materials from Velocity Micro, or alternatively take your PC to your local UPS store and have them box it up for you.



A Note on this Guide

Because Velocity Micro specializes in custom PCs built to your exact specifications, we are not able to create user guides for every potential exact configuration. The following User Guide is designed to answer generic questions you may have regarding your new PC. If you have more specific questions or concerns, we recommend contacting our support team or visiting our [Support Hub](#) or reference the component specific manuals included with your system folder.

Contacting Velocity Micro

Customer Care and Technical Support

Velocity Micro provides a premium level of in-house, US-based customer care and phone support throughout the lifetime of your system. Our support team is smart, friendly and knows our computers. It's like having your own personal geek at your service.

Before contacting them, find the warranty sticker located on the back, bottom, or side panel of your PC or on the white warranty statement sheet included in the documentation folder.

Velocity Micro Support Hub: <http://www.velocitymicro.com/pc-support-hub.php>

Phone Support (9 AM – 6 PM Eastern, Mon – Fri): (804) 419-0900, option 2

Email: support@velocitymicro.com

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Planning Your Workspace

Airflow is the lifeblood of your new PC. Though a laptop is more maneuverable than a desktop, it doesn't mean that it should be running just anywhere. Make sure that you use your laptop on a flat surface that will allow ample airflow from beneath and behind the device especially.

Treat It Right

We treat all of our systems with the utmost respect to make sure they get to you in pristine condition. You can keep the ball rolling by keeping your laptop in a safe environment and making sure it's not vulnerable to damage. To make sure you get the most out of your new Laptop:

- › Don't drop or expose your laptop to shock. Don't put it on something unstable or under something heavy.
- › Keep it dry and don't overheat it. Keep the computer and its charger away from heating elements. No liquids left out open close to the laptop - they can easily damage your computer. It's best to keep it out of humid environments as well.
- › Don't inhibit airflow to your laptop. This is a surefire way to make its internal components overheat, reducing their performance and lifespan.

Storing Manuals and Driver Disks

Your system shipped with all available component specific manuals as well as driver disks. Keep them alongside all other documentation in a safe, easily accessible location. Please note, this documentation may not be available for all configured components.



Getting Started!

Your laptop is already loaded with Windows 11 out of the box, installed and updated. No other proprietary software (AKA Bloatware) is installed on your computer, so from first boot you'll have a clean slate to download your programs to.

Booting for the first time is simple:

1. Plug in your included laptop charger to a standard outlet, then plug the opposite end into your laptop.
2. Open the screen of your laptop.
3. Press the power button on your laptop to start your device.

Note: Your laptop should have some charge, but it's best to plug in for the first start-up in the event that any additional drivers or updates need to be downloaded by Windows.

Setting Up and Activating Windows

Windows arrives fully activated and ready to use. You'll find your product key affixed to the case itself should you ever need to reactivate or reinstall. To review and/or change the standard privacy settings, go to Windows Settings > Privacy or search Privacy in the Start Menu.

Setting Up Additional Displays and Screen Power Management

Windows has made it easier than ever to configure monitors. In the Settings app under the System section, you can find the settings for configuring multiple displays, resolution and scaling, as well as night light settings. You will also find sleep and power settings on the left to set when your screen and PC go to sleep. You can find advanced power settings on the right edge of the screen to choose or create power plans. Reference your monitor's documentation for any set up questions, or contact our support team for assistance.

Which Video output is right for you?

- › HDMI – HDMI 1.4 supports 4K at 30Hz or 1080p at 120Hz. HDMI 2.0 supports 4K at 60Hz. Carries both audio and video signals.
- › Displayport – Supports 1080p at 240Hz or 4K up to 60Hz. Carries both audio and video signals.
- › Thunderbolt 4 - Certain systems have a Thunderbolt 4 port which supports up to 4k at 120Hz.



Connecting to Your Home Network

If you connect to your home network via wired ethernet cable, Windows should auto-connect as soon as that ethernet cable is connected. If you're connecting via Wi-Fi, follow these steps:

1. Click the Start button and choose Settings from the Start menu.
2. When the Settings screen appears, click the Network & Internet icon.
3. Choose the desired wireless network by clicking its name and then clicking the Connect button.
4. Enter your password and click Next.

Not connecting? Check out our troubleshooting section for assistance.

Installing Software/Anti-Virus

Velocity Micro prides itself on not including any bloatware or other useless software. We only install a plain, vanilla version of Windows. You are free to install any software you want. **Velocity Micro does not offer support for any software that was not purchased through us. If you need support for a specific piece of software, contact the manufacturer's support team.**

Your system has shipped with Windows Defender, which is an anti-malware application that's built in to Windows. If you'd like to supplement that with something, we recommend Malwarebytes Anti-Malware, which has a good free version as well as a premium version. We have found these two work well together to keep your system virus-free.

Velocity Micro does not offer support in troubleshooting viruses and malware or perform any kind of data backup/recovery. The most we can do is recommend backing up your important data and reinstalling Windows.

Even with anti-virus software installed, that does not guarantee that you will be protected from every threat. Here are some general tips to help you stay safe.

1. Always keep your anti-virus software updated. The best defense against new threats is to make sure your anti-virus software knows what to look for.
2. Regularly backup all of your important data to an external drive or cloud service. Newer forms of malware can make your data inaccessible or corrupt it beyond recovery. Better safe than sorry.
3. If you receive an email with an attachment that you did not ask for or are not expecting, **do not open it!** Even if you know the address/person it's coming from, they may have been compromised and the virus is trying to infect people in their contacts list.
4. If your web browser warns you about a site having an expired certificate or an untrusted connection, don't **go to that website!** Even if you regularly visit the site, it's possible they may have been hacked or subject to malware. Wait a few hours before going there again.
5. If you receive an email or a phone call from someone claiming to be from Microsoft, they're not Microsoft. **This is a scam!** Microsoft never reaches out to individual end users in this way.

6. If you get a pop up on a website alerting you that you have virus and must install their software to remove it – ***Don't do that!*** The “Anti-Virus software” is probably the actual virus. You'll be giving it the red carpet treatment by installing it.

How to Setup Secondary Drives for Storage

Many configurations from Velocity Micro have one Solid State Drive (SSD) for the operating system and programs and at least one secondary drive for storage of large amounts of files. ***By default, Windows will download and install everything to the C: drive unless told otherwise.*** This means if you aren't careful you can very quickly fill up your boot drive. You can manually tell Windows where to download or install things on an individual basis but that can be tedious. Let's discuss a few alternatives.

First, let's go over what kind of programs you would want to keep on your SSD rather than the storage drive. Anything that you need to load quickly or that reads/writes lots of data quickly such as audio/video editing software, web browsers, or games will benefit greatly from being on an SSD. Things like office programs, or general utilities don't see much benefit from being on an SSD.

To install programs on your secondary drive, start by creating two folders in the root of the drive (i.e. within no other directories) called Program Files and Program Files (x86). Next time you install a program and you want it to go to your secondary drive, simply select which of the two folders you want it to install to. Use Program Files for 64-bit programs and Program Files (x86) for older 32-bit programs. An easy way to tell if a program is 32-bit is if the default install location is C:\Program Files (x86). You can also use this trick for games that are installed through a client like Steam or Origin.

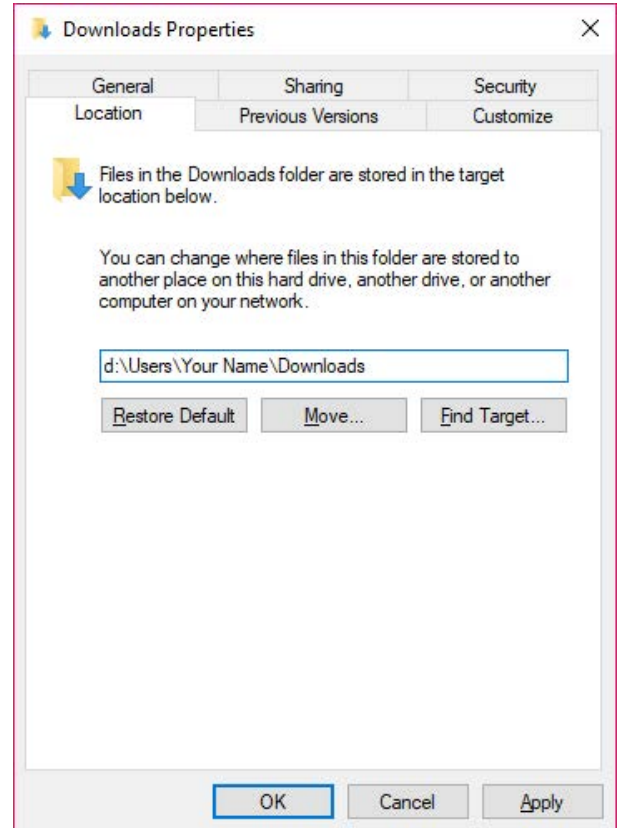
The other way to get the most use out of secondary storage drives is by using folder redirection. By using folder redirection to change the default locations for some folders such as Downloads and Music, you can free up space on your C: drive significantly. To do this:

1. Go to File Explorer and right click on the folder you want to move, e.g. Downloads.
2. Choose Properties at the bottom and then choose the Location Tab.
3. Click the button that says “Move” and then select the destination. So, if you want to move your Downloads folder to your D: drive, double click the D: drive and choose “Select Folder” in the bottom right. If you already have files in your Downloads folder, it may take some time to move them all based on how much needs to be moved. Do this for all the folders you'd like to move.

Working with Drivers

A driver is a piece of software that allows Windows to communicate with a specific piece of hardware such as a video card. Windows 11 is pretty good when it comes to finding drivers for itself, either using drivers built into Windows or finding them through Windows Update. But these aren't always the best drivers. It's generally a good idea to keep your drivers as up to date as possible, but it can also be a double-edged sword. Updating drivers can increase system performance and stability, but they can also do the exact opposite if the driver is buggy, causing crashes and failures. Fortunately, rolling back drivers is fairly easy if this is the case.

Your Velocity Micro PC has all the necessary drivers for everything that was ordered with your system such as video cards, WiFi adapters, or SSD's.



However, as with software not purchased through Velocity Micro, we offer no support for peripherals or accessories not purchased through us.

Updating Drivers

Hardware vendors continue to support their products after launch with newer drivers or firmware, and Velocity Micro recommends keeping drivers up to date. The drivers that should be updated as frequently as possible include but are not limited to: Chipset, MEI, LAN, Audio, IRST, RAID, WiFi, Bluetooth, NVMe, and video. Of the drivers listed, most can be found through the manufacturer of the motherboard, video can be found on either NVIDIA or AMD's support sites, and NVMe is available from the SSD manufacturer. If you are unsure of what any of your components are, you can download [a free tool called Speccy](#) which will give you all the information you will need about the hardware in your system. You can find guides for this and more on our support site at <http://www.velocitymicro.com/pc-support-hub.php>.

Cleaning Your System

Your computer will accumulate dust and dirt over time, impairing function and shortening your system's lifespan. Avoid eating, drinking and smoking around your computer. These activities will increase the amount of dirt your system collects and may damage vital components.

Follow these tips to regularly clean your system:

- › Power off your laptop and disconnect the charger.
- › Use a damp cloth and window cleaner to gently wipe down the laptop exterior, screen, and keyboard. Never allow liquid to drip or spill on any components.
- › Use ammonia-free window cleaner and a lint-free cloth to clean the monitor screen.
- › To clean the keyboard and mouse, use a dry, lint-free cloth to wipe all surfaces down. You can also use the compressed air to get between the keys on the keyboard.

Basic Troubleshooting

Computers are complicated pieces of technology, and sometimes things go wrong. Here are some basic troubleshooting steps for some common scenarios.

Problem: I got a Windows update and now I'm stuck in a boot loop!

Possible Causes: A Windows update failed to apply correctly and corrupted your Windows installation.

Possible Fixes: This usually happens when there is a big new version of Windows available. In most cases this big update will fail to go through the first few times and usually is able to go back to the previous version. Unfortunately, after a certain amount of attempts the update will try to force itself through, and almost never works. The best fix is to do a complete reinstall of Windows.

Problem: Upon reinstallation, I typed in the Windows activation key but it says it's not valid!

Possible Causes: The key was typed entered incorrectly. It is extremely rare for a key to not work.

Possible Fixes: Double check that you have it entered correctly, and if necessary, take a picture of the sticker with your phone camera and zoom in. A lot of times an "S" can look like a "5" or an "8" can look like a "B", and so on. If you're still having trouble, you can contact our support team and we'll assist however we can.

Problem: I got a Blue Screen of Death! Now what?!

Possible Causes: Most likely a driver or software conflict, especially on a new system.

Possible Fixes: The first thing to do is to try to determine what caused the BSOD. When the BSOD pops up on screen with a couple different codes and error messages, it can be hard to remember all that information or even take a picture before it disappears. Fortunately, there is a free program called WhoCrashed that will read the crash dump files and give you the cause. You can find the link to download WhoCrashed as well as [a guide on how to use it here](#). Our support team can help you translate and assess these Blue Screen error messages.

Velocity Micro Customer Care

As a Velocity Micro customer, you have several options for getting support.

Phone Support

Our support technicians are smart, friendly, and know our PC's. Contact Velocity Micro Customer Care at (804) 419-0900, option 2 for support, or contact them by email at support@velocitymicro.com.

Submit a Ticket

You can open a tech support ticket by going to our support portal and choosing "Get Support," then selecting "Support Ticket." Make sure to include your name, email, your warranty number and as much information as possible about the issue. One of our technicians will get back to you within 24 hours.

Online Help

Microsoft has a wide range of guides and tutorials for all of their products. Make sure to visit <https://support.microsoft.com/en-us> to keep up with the latest Windows news and guides.

Hardware Trouble

If you are having trouble with an individual piece of hardware that was not purchased through Velocity Micro, then you will need to contact the manufacturer's tech support. Velocity Micro may not support certain pieces of hardware as noted on your invoice. Velocity Micro cannot contact 3rd party software vendors on your behalf.

Software Trouble

Just like hardware that was not purchased through Velocity Micro, if you are having trouble with an individual piece of software, then you should contact the vendor of that software. Velocity Micro cannot contact 3rd party software vendors on your behalf.

Your System's Battery

Though we have curated components that are deeply featureful as well as reliable, batteries are an imperfect technology. We'll go over here how you can manage your battery for maximum performance or operating time off the charger, as well as some basic battery safety in the following pages.

Power Controls Within Windows

Window's Power Controls menu allows you to adjust how your laptop will operate on and off the charger. By default, your laptop is likely set to be less performant off the charger in order to extend battery life. Here's how to navigate to power controls:

1. Press the Windows key to open the Start Menu.
2. Locate and click the Settings cog icon.
3. Navigate to system settings by clicking "System" in the lefthand column of the settings menu.
4. Click on "Power & Battery" within the subsequent system settings menu.

Want to skip the navigation? You can also access "Power & Battery" settings by typing in "Power & Battery" into your system's native search bar, located next to the Windows icon within the taskbar.

To change how your system operates when using the battery and while plugged into the charger, click on "Power Mode". Here, you can elect to set your laptop to be conservative with its power or opt maximize performance.

Power Plans Within Windows

Alternatively, your laptop can also be configured to conserve power by means of power plans, located within (Control Panel > Power Options). You can use (or modify) an existing power plan, or create a new one. This is a more structured and permanent way of deciding how your device will operate on and off the charger.

The settings may be adjusted to set the display to turn off after a specified time, and to send the computer into Sleep after a period of inactivity.

Battery Safety

Batteries can be dangerous, and should be treated with caution and respect to assure that they don't suffer any damage. Here's a list of general precautions to take in respect to your laptop's battery:

- › Only use batteries designed for this computer. The wrong battery type may explode, leak or damage the computer.
- › Do not remove the battery from the computer while it is powered on.
- › Do not continue to use a battery that has been dropped, or that appears damaged (e.g. bent or twisted) in any way.
- › If the computer continues to work with a damaged battery in place, it may cause circuit damage, which could result in a fire.
- › Recharge the batteries using the notebook's system. Incorrect recharging may make the battery explode.
- › Do not try to repair a battery pack. Refer any battery pack repair or replacement to your service representative or qualified service personnel.
- › Keep children away from, and promptly dispose of a damaged battery. Always dispose of batteries carefully. Batteries may explode or leak if exposed to fire, or improperly handled or discarded.
- › Keep the battery away from metal appliances.
- › Affix tape to the battery contacts before disposing of the battery.
- › Do not touch the battery contacts with your hands or metal objects.

Keyboard Backlight

If your keyboard is backlit, you can customize how the backlight appears to a varying degree dependent on your model. Here's how to change the lighting to suit your preference:

- › **Fn + /** Launch th Keyboard Backlight Application
- › **Fn + *** Toggle the Keyboard Backlight ON/OFF
- › **Fn + -**..... Set keyboard backlight to LOW
- › **Fn + (+)**..... Set keyboard backlight to HIGH

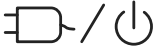


If these shortcuts don't work with you, they might be elsewhere on your keyboard. Contact our support team if you need assistance locating them.

LED Indicators

There are likely LED indicators on your laptop that will light up to inform you what your laptop is doing at a glance. Here's a chart to help explain what these indicators mean.






















LED Indicators as they may appear on your device

ICON	COLOR	DESCRIPTION
	Orange	<i>The charger is currently plugged in.</i>
	Green	<i>The laptop is currently on.</i>
	Blinking Green	<i>The laptop is currently in sleep mode.</i>
	Orange	<i>The battery is currently charging.</i>
	Green	<i>The battery is now fully charged.</i>
	Blinking Orange	<i>The battery is critically low on power! Please plug in the laptop.</i>
	Green	<i>The storage drive is currently in use.</i>

Function Key Chart

With a combination of keystrokes, you can access many of the most important functions of your laptop like volume or screen brightness. Here's a chart to help guide you through the function row and the key combinations you'll need to use it.

KEY COMBINATION	FUNCTION
Fn + 	<i>Play or pause audio in relevant programs.</i>
Fn + 	<i>Toggle the touchpad on and off.</i>
Fn + 	<i>Turn the backlight of the display off. Press any key or the touchpad to turn backlight on.</i>
Fn + 	<i>Toggle mute on and off.</i>
Fn + 	<i>Increase system volume.</i>
Fn + 	<i>Decrease system volume.</i>
Fn + 	<i>Change the configuration of your displays.</i>
Fn + 	<i>Decrease screen brightness.</i>
Fn + 	<i>Increase screen brightness.</i>
Fn + 	<i>Toggle the built-in camera on or off.</i>
Fn + 	<i>Toggle airplane mode on or off.</i>

Fn + 	<i>Put system to sleep.</i>
Fn + 	<i>Toggle number lock on or off.</i>
Fn + 	<i>Toggle scroll lock on or off.</i>
	<i>Toggle caps lock on or off.</i>
Fn + 	<i>Enable or disable Flexikey®.</i>
Fn + 	<i>Toggle control center on or off.</i>
Fn + 	<i>Toggle fan speed between automatic or maximum. We recommend maximum for intense tasks.</i>
Fn + 	<i>Toggle between power modes.</i>

Do keep in mind that not all laptops have the exact same functions attached to each key, however the symbols attached to those keys are more universal. Take a look at your keyboard to see the functions available to you.

Bluetooth Functionality

Your laptop most likely is configured to have on-board bluetooth capabilities. You can both connect bluetooth devices that are discoverable by your laptop, as well as make your laptop discoverable by bluetooth devices.

Connecting Devices Via Bluetooth

Here's a step-by-step guide on how to access bluetooth devices through your laptop's settings:

1. Go to the **Settings** control panel and click **Bluetooth & devices** (or click the Bluetooth icon in the taskbar and click Add a Bluetooth Device).
2. **Make sure Bluetooth is On.**
3. Click **Add device** and a list of discovered devices will appear.
4. Double-click the device you want to pair with the computer and click **Connect**.
Note: some Bluetooth devices will ask you to confirm a PIN number that will appear on both your laptop screen and on the screen of the device. Make sure that these PINs match to prevent connecting to the wrong device.
5. You can disconnect from any Bluetooth device by selecting it within this list and clicking **remove device**.

Make Your Laptop Discoverable To Bluetooth Devices

Inversely, you can allow Bluetooth devices to access your laptop by making it discoverable by them. Here's a step-by-step guide on how to do so:

1. Go to the **Settings** control panel and click **Bluetooth & devices** (or click the Bluetooth icon in the taskbar and click Open Settings).
2. Click the arrow in **Devices** and scroll down to click **More Bluetooth options**.
3. In **Bluetooth Settings**, make sure that **Allow Bluetooth devices to find this PC** check box (Discovery) has a check inside it.
4. **IMPORTANT!** Make sure that the **Alert me when a new Bluetooth device wants to connect** check box (Notifications) has a check inside it. This will prevent just anyone or anything to connect to your device without you allowing it first.

*If you want to skip the navigation or quickly check on the status of your Bluetooth devices, but don't see the small bluetooth Bluetooth icon in the action center of your task bar, you can turn it on by navigating to **More Bluetooth options** and checking the box "**Show the Bluetooth icon in the notification area**".*



Warranty Statement

Velocity Micro provides between 1 to 3 years of warranty support for all systems shipped within the United States, depending on the warranty package purchased. During this time, the customer is fully protected from factory defects and may call Velocity Micro's Warranty Help Desk to speak with a certified technician from Velocity Micro's build team to assess any issues only with:

- › The original, unmodified operating system
- › The original, unmodified computer hardware and components

The toll-free telephone number and Warranty number are on the Warranty Sticker, which is affixed to the computer case.

In addition to this warranty support, Velocity Micro provides free lifetime technical support on the above mentioned issues to all customers.

Support

Support service begins upon the customer's receipt of the system. Support service covers only those products purchased from and installed by Velocity Micro that are shipped and used within the United States. The Help Desk technician will provide hardware and basic operating system support to resolve operational issues only. Neither telephone technical support nor on-site service includes software training or support (beyond initial installation).

For customers who have purchased on-site support, on-site service is only used for the initial installation or for the replacement of a failed part. On-site support is not for diagnosis of an issue. The customer should contact our support team either by phone or email and explain the issue, and once our technicians have identified the issue, to the best of their ability and with a reasonable degree of confidence, then a technician can be sent to replace the part. If the issue cannot be identified remotely or the issue requires extensive repairs, then the system may need to come back to our shop for RMA repair.

Repairs

Depot Repair service consists of the following: the customer shall ship the system to be repaired to Velocity Micro and Velocity Micro will ship it back to the customer. If the customer's warranty includes on-site service and it is deemed necessary and feasible by Velocity Micro's Help Desk, Velocity Micro will ship the customer the part(s) needed to repair the system and arrange for a field service engineer to correct the problem. It is the customer's responsibility to notify the Warranty Department once the part(s) has been received by the customer. The original part(s) which were repaired or replaced must be received back at Velocity Micro's designated location within 14 days or the customer will be charged for the part(s). Failure to return said part(s) within this time frame grants Velocity Micro permission to charge the customer the prevailing retail price of the part(s). In any area where on-site service is not available or if it is not included in the terms of the warranty purchased, an RMA number will be given to the customer and the system will be recalled for repair.

If a problem cannot be repaired on site for any reason, including when the problem requires additional diagnosis before component failure can be determined, arrangements will be made to ship the system back to Velocity Micro for repair. Prior written authorization is required or the package will be refused and shipped back at the customer's expense. Velocity Micro will pay normal ground shipping fees for RMAs (returned merchandise authorization) issued during the first 60 days from the customer's receipt of the system. Velocity Micro will pay for ground shipping to Velocity Micro's designated repair center and for return back to the customer at the original shipping address only. For RMAs issued after the first 60 days, the customer is responsible for shipping charges and shipping insurance to Velocity Micro facilities. Velocity Micro will pay for ground shipping charges to the customer. If the customer requests faster service, the customer will be charged for the difference in the shipping costs at the time the return authorization is originated. When shipping an entire computer system to Velocity Micro, the customer must use the original box and packing materials to ensure its safety. If the customer does not have the original shipping container, new packing may be purchased from Velocity Micro prior to the return of the computer. Alternatively, the customer may take the system to a local UPS or FedEx location and have the system packaged there. Velocity Micro is not responsible for damage to systems in transit.

If a system is recalled for repair and it is discovered that the problem is not covered under this warranty, Velocity Micro will notify the customer and inform them of service alternatives that are available to them on a fee basis. In this case the customer is responsible for paying all RMA shipping costs.



Standard Terms of Sale and Limited Warranty Agreement

Velocity Micro warrants Velocity Micro's products are free from defects in materials and workmanship for a period of one (1) year to three (3) years from the date of invoice to the original customer, based on the warranty duration period selected at the time of purchase. Any implied warranties are limited to one year from the date of purchase and Velocity Micro is not liable for any subsequent damages. The customer will retain the invoice as evidence of the purchase date and the length of warranty the particular system carries, in addition to proof of purchase of optional extended warranty (when applicable). Velocity Micro will repair or replace any part of Velocity Micro's standard system (including the case, power supply, motherboard, processor, RAM, optical drive, hard drive, video card, sound card, modem, network card, mouse, and keyboard) found to be defective under normal use, unless the system has been misused, neglected, or abused as determined by Velocity Micro support staff. Monitors, speakers, printers, and all other accessory items not assembled or built by Velocity Micro are covered by their respective manufacturers' warranties.

If no proof of purchase of an extended warranty beyond one (1) year from date of purchase can be provided by the customer, Velocity Micro will only honor one (1) year of warranty coverage. If the computer is purchased from a third-party retail store, the warranty coverage period will be one (1) year from the date of purchase unless the Velocity Micro product documentation included in the package has an extended warranty certificate.

Velocity Micro's responsibility is limited to repair or replacement, either of which may be selected by Velocity Micro at Velocity Micro's sole discretion. Velocity Micro makes no claim of suitability for a particular purpose. Additionally, the video card, sound card, and some other components may be covered by the original source manufacturer's warranty of more than three years for part replacement only, but Velocity Micro's responsibility shall cease at the end of the warranty period of the particular component, and the customer must seek replacement from the manufacturer directly. Extended service plans may include a deductible payment, the term of which is stated on the original invoice, if applicable to the customer's system. Velocity Micro may decline warranty coverage without the customer's original invoice as evidence of coverage and system number. Removal or addition of hardware inside a Velocity Micro system DOES NOT void the customer's warranty for the remainder of the unchanged and unmodified computer components, unless the changes or parts damage other components that are covered. This warranty cannot be extended or transferred after the time of sale.

In keeping with standard industry practice, Velocity Micro reserves the right to substitute functionally

equivalent new or serviceable reconditioned parts and systems, which are warranted for the remainder of same period as the original defective part. Velocity Micro reserves the right to change the brand or model of a component to one of equal performance or specification when the equivalent is no longer produced or available from Velocity Micro's normal suppliers.

Velocity Micro is not responsible for any fees, duties, or tariffs applied as a result of shipment.

Velocity Micro's Limited Warranty covers only defects arising under normal use and does not include malfunctions or failures resulting from damage:

- › Caused by failure to provide a suitable installation or operating environment for the product and/or accessories.
- › During shipment, other than original shipment to the client if Velocity Micro's carrier is used.
- › Caused by impact with other objects, dropping, falls, spilled liquids, or immersion in liquids.
- › Caused by a power surge or a disaster such as fire, flood, wind, earthquake, or lightning.
- › Caused by unauthorized attachments, alterations, repairs, modifications, or foreign objects.
- › Caused by accessories.
- › Caused by the use of the product or accessories for purposes other than those for which they are customarily used.
- › From improper installation or maintenance.
- › From failure to clean filters and/or fans.
- › Caused by any other abuse, misuse, mishandling, or misapplication of consumer products.
- › Caused by accessories or other products or services of companies other than Velocity Micro.
- › Caused by programs, data, viruses, or other files.
- › Or loss resulting from a failure to back-up data or other files.



The warranty does not cover systems shipped outside of the United States of America.

Velocity Micro's Limited Warranty does not cover defects, malfunctions, or failures with the following items:

- › Case lighting
- › Batteries

If Velocity Micro replaces or re-formats a hard disk during repairs or upgrades, Velocity Micro's responsibility is limited to re-installing the original operating system and original device drivers only.

Data File Backup

Velocity Micro claims no responsibility for any lost or missing data on a customer's computer. The customer is solely responsible to back-up all data files to an external medium prior to service. Service does not include data back-up, data restoration, or data transfer.

Revision Notice

Velocity Micro reserves the right to change, modify, or remove, in whole or in part any term, section or wording of this document, without prior written or verbal notification. The customer may at any time request an updated version of this document from Velocity Micro by emailing support@velocitymicro.com.