

Technical Support

At Creative, we are committed to giving you the best product as well as the best technical support through various types of services.

Read the following sections in this leaflet to find out what to do:

- Before You Contact Us
- If You Need Updates Or Information
- If You Need Technical Assistance
- If You Need To Return A Product



Please retain your purchase receipt, as well as all packaging and contents until all product components are functioning to your satisfaction. They will be required in the unlikely event that you need to return the product to Creative.

Before You Contact Us

Please be seated at your computer and have these details ready:

- The model and serial numbers (usually found on the back of the device) of the product, and date of purchase.
- Error message on the screen and how it came about.
- Information on the adapter card that conflicts with the product, if applicable.
- Hardware configuration information such as the base I/O address, IRQ line, or DMA channel used, if applicable.
- Computer type and speed (for example, 486/33) and memory available.
- Type and version of your operating system, for example, DOS 6.0, Windows 3.1x or Windows 95/98.

For quick and easy reference, write down the numbers of the following main hardware devices in your system in Table 1 and Table 2.

Table 1: Model and Serial Numbers of your hardware.

Hardware	Model Number	Serial Number
Audio card		
CD-ROM drive		
Graphics card		
Video card		
Fax/Modem		
Telephony card		

Table 2: Hardware resource settings.

Hardware	Base I/O Address	IRQ	DMA
Audio card			
CD-ROM drive			—
Graphics card			—
Video card			—
Fax/Modem			—



To see the resource settings of your hardware devices, double-click the System icon in your Windows 95/98 Control Panel, click the Device Manager tab and double-click the appropriate device. If you are using DOS/Windows 3.1x, run your Plug and Play Configuration Utility.

If You Need Updates Or Information

Get our latest program/driver updates, technical data and answers to frequently asked questions from our Internet web site:

<http://www.creative-asia.com/support>



You need a modem and a subscription to an Internet Service Provider to access a web site.

If You Need Technical Assistance

Contact our Technical Support offices through the following:

For Asia Pacific region:

Creative Technology Ltd

31 International Business Park

Creative Resource

Singapore 609921

Tel: +65 8954 100

Fax: +65 5696 640

Operating Hours (Singapore Time)

Mon - Fri : 9:00am - 6:00pm

Sat, Sun & Public Holidays : Closed

For Australia:

Creative Labs Pty Ltd

Unit 10 Discovery Cove

1801 Botany Road

Banksmeadow NSW 2019

Australia

Tel: +02 9666 6500

Fax: +02 9666 6900

If You Need To Return A Product

To return a Creative product for factory service, contact a Creative Technical Support office nearest to you. Once the staff has verified that the product is defective, you will be given a Return Merchandise Authorization (RMA) number. *Creative will not accept a return without an RMA number.*

When returning a product for factory service:

- Shipment to Creative is at your expenses and you assume all risk. Ship the package through a carrier that provides proof of delivery; insure the shipment at full product value.
- Place the RMA number on the outside of the package.
- Use proper materials for packing the product for shipment.
- For free repair/replacement, you must include a copy of a dated proof of purchase (store receipt), proving that the product is still under warranty.

Creative may replace or repair the product with new or reconditioned parts, and the faulty parts or product will become the property of Creative.

Limited Warranty

Creative Technology Ltd. (“Creative”) warrants to the original end-user purchaser only that the hardware product will be free of defects in materials and workmanship for a period of

- THREE** years for Graphics and Modem products, or
- ONE** year for all other products

from the date of purchase, or such other period as may be expressly required by applicable law (“Warranty Period”).

Should there be a material or workmanship defect in the hardware product or accompanying item(s) during the Warranty Period, the end-user purchaser shall obtain a Return Merchandise Authorization (RMA) number from the nearest support center and be responsible for all efforts and costs incurred in transporting/ mailing/ shipping/insuring the defective hardware or item(s) to

and from the support center. A copy of a dated proof of purchase (for example, a store receipt) must be enclosed in the returned package, with the RMA number clearly indicated on the outside.

Creative's entire liability and sole remedy will be, at Creative's sole discretion, the repair or replacement (with the same or similar model) of any hardware or accompanying item(s) not meeting the "Limited Warranty" explained above that is returned to Creative or an authorized distributor or dealer during the Warranty Period with a copy of your receipt.

What this warranty does not cover

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