VELOCITY micro ®

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 (8 AM – 8 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. When choosing a spot for your new desktop, make sure to leave at least six inches of space in between the back and sides of your system and any walls or enclosures to give hot air room to circulate and cool down. Avoid placing your computer inside a desk's built-in enclosure, as these spaces tend to trap heat, increase noise and may even affect the stability and performance of your Velocity Micro PC.

Also avoid placing the desktop directly on deep shag carpeting. With some cases, this may block the bottom intake and hinder the bottom to top airflow design, causing heat buildup.

Protecting Against Power Surges

Your Velocity Micro system warranty does not cover damage due to lightning strikes or power surges. For this reason, connect all power cords (monitor, PC, speakers, etc.) to a surge protector. The minimal cost of a surge protector will be well worth it when your system survives a power surge.

For additional power protection, you may purchase an Uninterruptable Power Supply (UPS), also sometimes called a battery backup. A UPS works like a surge protector but can keep the system powered during an outage, giving you enough time to save your work and safely shut your system down. You may purchase a UPS or surge protector from any retail electronics store.

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!

This section covers the basics in connecting devices to your PC. We'll start with the easy stuff - your keyboard and mouse.

1. Connect your keyboard and mouse to the rear USB ports. If your system has any USB 2.0 ports, use those and leave the USB 3.0+ ports open for more advanced peripherals. If you're not sure which

ports are USB 2.0 (some boards may not have any), check the motherboard's manual. Generally however, USB 2.0 ports are black whereas other USB types will be blue, turquoise, or red.

2. Connect your monitor to the display output of your choice. Most systems have a combination of DVI, HDMI, and DisplayPorts (or mDP) connectors. If your system has a dedicated video card, always use the ports on the card. Do not use the ports on the motherboard as they will not put out any video. If your system has an NVlink setup, only the top video card will output video.

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.

> DVI – Supports 1080p at up to 144Hz. Not recommended for 1440p or 4K. Carries video signals only

USB

USB-C

HDMI

Mini Display Port

Display Port

DVI
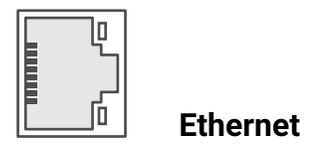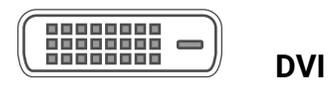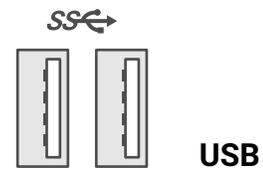
3. If you have an Ethernet cable to use for Internet access, plug that into the rear Ethernet port on your motherboard. It's usually near the USB ports.

4. Connect your speakers to the rear audio ports on your motherboard. If you have a standard two speaker setup, plug them into the green 3.5mm jack. For more advanced setups, such as a 5.1 or higher sound system, consult the motherboard manual as well as the speaker manual. If you have a favorite pair of headphones or headset combo you can use the front panel audio connectors on the top of the case.

Ethernet

Audio

5. On the back of the PC is the power supply, and on that is a little switch with two positions. One looks like a circle while the other looks like the letter "I". The circle is the off position, meaning the power supply is sending no power to any of the components in the system. The "I" is the on position, which allows power to go through to the components but does not power the system on. Make sure the switch is set to the on position before attempting to turn it on.
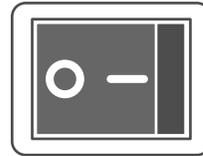
Power Switch

6. Now you can plug in the power cable to the power supply and connect to a surge protector or UPS. Also make sure all of your other devices such as monitor, speakers, printer, etc. are also connected to power.
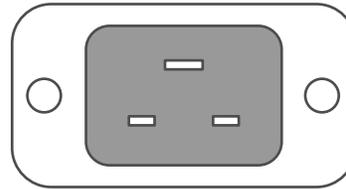
Power Cable Port

7. Press the power button on the front of the case.

If the system does not power on, double check all connections and ensure that all surge protectors, power strips, or UPS's are switched on.

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 Displays and 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 or support team for assistance.

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.
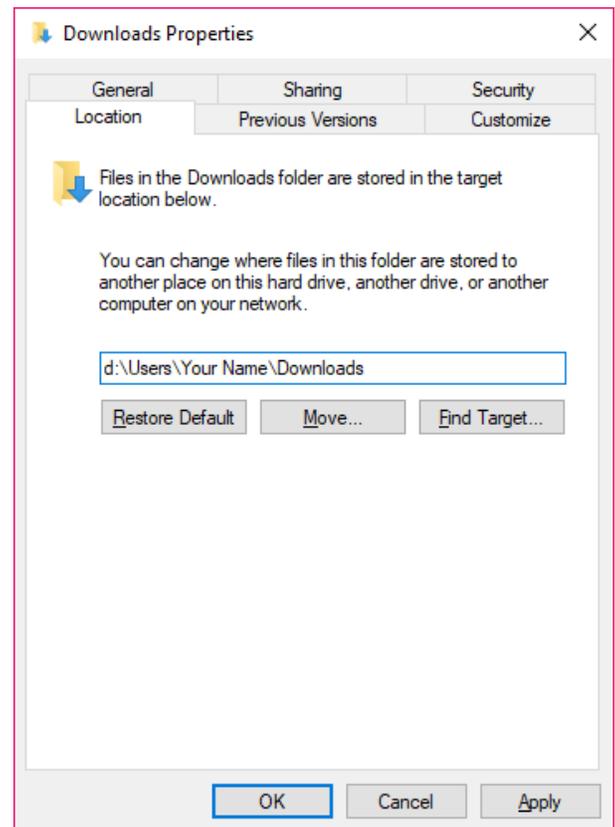
Working with Drivers

A driver is a piece of software that allows Windows to communicate with a specific piece of hardware such as a video card. Windows 10 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. Most people have their own devices that they will use with their PC that may require their own drivers. ***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.

Maintaining Hardware

Preventing Electrostatic Discharge (ESD) is extremely important, as even a small discharge can potentially damage a component. If you ever need to open the case to troubleshoot or add new hardware, always make sure to ground yourself before working inside the system. Some ways to effectively ground yourself include:

1. Touch the outside of your case. Don't worry, computer cases are designed so that a shock to the case doesn't transfer to the internal components. Any piece of unpainted metal will also do just fine.

2. Avoid placing the system on any kind of carpet. If you do have to place the system on carpet, use an anti-static floor pad to separate the case from the carpet.

3. Wear an anti-static bracelet while working inside the case. This keeps your body constantly grounded and ensure that no static charge is able to build up.

4. Minimize the time that any components are not protected by an anti-static bag. The longer unprotected components are left out in the open, the greater the chance is that it could be damaged.

Upgrading Hardware

Since Velocity Micro systems do not include proprietary components, they can be customized and eventually upgraded with off-the-shelf parts. Velocity Micro offers a lifetime upgrade policy on your system, meaning for the wholesale cost of the parts plus shipping and labor, our technicians can upgrade your system to your exact specifications. Examples of some upgrades that can be performed are:

> Adding an additional hard drive for more/faster storage

> Installing a newer video card for better gaming performance

> Adding more memory for increased multitasking performance

Upgrading or adding more components will not void your warranty, but Velocity Micro will not support hardware that did not come with the unit. Damage caused by the installation and subsequent use of added parts is also not supported.

Note: Velocity Micro does offer a lifetime upgrade program on all purchases. For a small service fee, we will perform anything from basic maintenance to a full system refresh. For more info on that program, contact our support team.

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:

> Use a damp cloth and window cleaner to gently wipe down the computer case, monitor case, keyboard, mouse and speakers. Never allow liquid to drip or spill on any components.

> Shut your PC down before cleaning the inside. Then remove both side panels and use a can of compressed air to blow away dirt and dust. This is best done outside or away from your workspace.

> 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 press the power button but nothing happens!*

Possible Causes: The switch in the back may have been flipped accidentally, or an internal component has failed.

Possible Fixes: First, check to see if the switch in the back is in the right position (I). If it is but the system still doesn't turn on, check to see if you are able to see any lights coming from the motherboard. If you do see lights, then it's possible that the motherboard or CPU has gone bad. If you don't see lights, then it's possible that the power supply has gone bad. In either case, try plugging the system into a different power outlet just to eliminate that possibility. If there are no lights at all in the system, then the system may have to come back to Velocity Micro for repair. Contact our support line and explain the situation for additional troubleshooting and to evaluate the next steps for repair.

Problem: *The lights come on but it never gets to Windows!*

Possible Causes: This one is usually a RAM issue. It could be that one of your RAM sticks needs to be reseated or could have gone bad altogether.

Possible Fixes: Fixing this can sometimes be as easy as removing and reseating a single stick of RAM. Other times, you may have to remove and reseat all of your RAM sticks to find the bad one. A lot of times, it comes down to trying one stick of RAM at a time to find the one that won't POST. Contact our support team for additional assistance.

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.

Problem: *System will POST, but there's no display! After POST, I get 3 short beeps and then nothing.*

Possible Causes: Poor quality or incorrect video connection.

Possible Fixes: Try the following

1. Make sure that you're connected to the video outputs on the graphics card only. If you have discrete graphics and try to connect to the motherboard ports, they will not work

2. Confirm that you've entered your Wi-Fi password correctly. Those are case sensitive.

3. If you purchased a USB Wi-Fi adapter, confirm that adapter is securely plugged in. If you have a PCIe device, confirm that card is properly seated.

NOTE: Some motherboards have onboard Wi-Fi but not all. If you did not purchase an additional network device and are unsure if your PC has onboard Wi-Fi, check the included motherboard user manual.

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.

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.

Once receipt of repair part(s) has been confirmed, a field service engineer will arrive on-site within 12 working hours assuming the customer's site is within 50 miles of a designated service location.

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.