



## Guide Book

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## Introduction

Thank you for subscribing 1Care Membership. 1Care coverage includes All Risk Protection, Service Contract, and Theft Protection.

**1Care All Risks and Theft Protection** provides coverage during the 1st year of purchase of your new IT Product while **1Care Service Contract** will automatically extend the original manufacturer's warranty up to the 2nd and/or 3rd year from the purchase date of the new IT Product.

IT Products eligible for 1Care are branded Desktop PC, Notebook PC and Projector that are:

- purchased new from authorized dealer.
- manufactured for domestic use in Malaysia only, and
- included at the time of purchase, the manufacturer's complete and original warranty valid in Malaysia.

## Membership Number

Your 1Care Membership Number can be found on your 1Care Membership Card that comes together with the 1Care Kit that you purchased.

## Coverage & Exclusions

### i) Coverage under All Risks Protection\*

- Applicable during 1st year of purchase of the insured Product
- Loss or Damage due to:
  1. Lightning
  2. Flood
  3. Burglary / Theft with sign of break-in or forcible entry into premises
  4. Armed Robbery/Hold-up involving weapons
  5. Accidental or Unintentional Damage

### ii) Coverage under Service Contract\*

- Applicable during 2nd and/or 3rd year of purchase of the insured Product
- Repair works and replacement of part(s) and component(s) that fails to operate as a result of Mechanical or Electrical breakdown
- Available for any computer products or projectors supplied with a 1 or 2 years standard warranty by the manufacturer
- Covers repair fees, logistics fees (between 1Care Service / Collection Centre to/from 1Care repair centre)

### iii) Coverage under Theft Protection\*

- Applicable during 1st year of purchase of the insured Product
- Loss or Damage due to:
  1. Burglary / Theft with sign of break-in or forcible entry into premises
  2. Armed Robbery involving weapons


### iv) Exclusions\*

- Software failures & backing up of file and data
- Riot, strike, war, terrorism or malicious damage
- Fraud, dishonesty or willful acts or any intentional acts
- Claims under manufacturer's warranty
- Aesthetic defects
- Wear and tear

### Activation Procedure

To activate your 1Care Coverage for your new IT Product, you are required to register your membership within 30days from the purchase date of your new IT Product.

For activation, you may do one of the following:

-  **Activation via Online**
- Step 1:** Visit [www.1care-online.com](http://www.1care-online.com)
- Step 2:** Click "Registration", enter your Membership Number and Activation code.
- Step 3:** Fill in your Personal or Company (for commercial user) details.
- Step 4:** Fill in your hardware details and click "Submit"
- Step 5:** You shall receive a confirmation E-mail from 1Care with and Activation URL link and details of your 1Care Membership.
- Step 6:** Click on the URL link to activate your 1Care Membership. You are advised to save or print a copy for your own record.
- \*\* For existing member, kindly login with your User ID and Password to activation your additional newly purchased equipment.



### Claim Procedure

- Step 1 :** Call Toll- Free number to talk to our Customer Service Officer (CSO).
- Step 2 :** Obtain Case ID from CSO or email notification.
- Step 3 :** Bring faulty equipment to 1Care Service/Collection Centre (24 ports nationwide)
- Step 4 :** Submit the completed claim form along with the following documents:

Perils	Membership Card	Copy of Member's IC/Passport	Hardware Receipt/Proof of Purchase	Claim Form	Police Report	Photos of Damaged Item	Photos of the Affected Scene
For Service Contract Claim							
Mechanical or Electrical Breakdown	✓	✓	✓	✓			
For All Risk Protection Claim							
Lightning	✓	✓	✓	✓		✓	
Flood	✓	✓	✓	✓	✓	✓	✓
Burglary	✓	✓	✓	✓	✓	✓	✓
Armed Robbery	✓	✓	✓	✓	✓	✓	
Accidental Damage	✓	✓	✓	✓		✓	
For Theft Protection Claim							
Burglary	✓	✓	✓	✓	✓	✓	✓
Armed Robbery	✓	✓	✓	✓	✓	✓	

- Notes:**
- (i) Kindly refer to 1Care website for the list of your nearest 1Care Collection Centre.

(ii) Claim form will be provided by 1Care Service/Collection Centre.

(iii) For repair works required during 1st year of purchase, kindly the contact the hardware manufacturer directly.



## 1 Care Customer Service:

Toll-Free Line: **1-300-80-1CARE (2273)**

Fax No: **03-78041892**

Email: **customerservice@1care-online.com**

Website: **www.1care-online.com**

## Terms & Conditions

### Definitions:

For the purpose of this Policy and the Schedule and any endorsement, the following definitions apply:-

1. **"Part(s) & Component(s)"** means the part(s) and component(s) which are incorporated in the Product by Product manufacturer.
2. **"Purchaser/Owner of Product"** means the purchaser/owner of the products.
3. **"Mechanical or Electrical Breakdown"** means the unserviceability of a component for a reason other than wear and tear, normal deterioration or negligence causing a sudden stoppage of its function.
4. **"Manufacturer's Warranty"** means the warranty provided by the product manufacturer in respect of the complete product.
5. **"Service Contract Period"** means the period which commence on the expiry of the manufacturer's Warranty.
6. **"Limits of Liability"** means the maximum amount the Company will pay in total of all claims in aggregate which may arise during the Service Contract Period up to and not exceeding the prevailing retail price of the Product.
7. **"Authorized Repairer"** Any repairer appointed by the 1Care Marketing and notified to the Insured of the product in writing from time to time.

### (I) General Terms and Conditions Applied to 1Care All Risk Protection, Service Contract, and Theft Protection

#### A) 1Care All Risks Protection, Service Contract, and Theft Protection

1. The 1Care All Risk Protection, Service Contract, and Theft Protection (hereinafter referred as "1Care") is endorsed by 1Care Marketing (Malaysia) Sdn. Bhd. underwritten by Multi-Purpose Insurans Bhd.
2. Upon purchase of the 1Care, you will receive the 1Care Kit which consists of the following:
  - i) 1Care Membership Number
  - ii) 1Care Activation Code
  - iii) 1Care Information (with 1Care information and 1Care terms and conditions)
3. The 1Care Retail Price for each plan includes administrative fee covering membership and claim processing.

#### B) Product

1. The 1Care only applies to Desktop PC, Notebook PC and Projector (hereinafter referred as "Product") that are:
  - i) branded and purchased new from authorized dealer,
  - ii) manufactured for domestic use in Malaysia only, and
  - iii) included at the time of purchase, the manufacturer's complete and original warranty valid in Malaysia
2. You may contact 1Care Customer Service to ascertain the Products brands that are covered by 1Care.

#### C) Period of Coverage

1. 1Care is non-renewable and is only valid as per the period mentioned below for the respective plan:
  - i) **1Care All Risks and Theft Protection:** on the first year from the date of purchase of the insured Product/Hardware.
  - ii) **1Care Service Contract:** on the second and/or third year from the date of purchase of the Product/Hardware.
2. During the period of coverage of the respective plan, 1Care Marketing (Malaysia) Sdn. Bhd. shall:
  - i) in the case of damage that can be repaired : repair or replace the damage part(s) or component(s) or
  - ii) in the case of loss or damage beyond economic repair: issue a replacement with the same brand and model type or at 1Care Marketing (Malaysia) Sdn. Bhd.'s absolute discretion, replace with an alternative model type of equivalent specifications if the model type is obsolete or no longer available in Malaysia.

#### D) Activation and Membership Validity

1. Please note that you MUST successfully complete the Registration Process for your 1Care Membership within 30 days of the purchase of the insured Product. Your plan will be effective immediately after submission.
2. Your 1Care Membership Number and Activation code is a unique number assigned to your 1Care Membership and it must be stated during your membership Registration. Your 1Care Membership Number can be found on your 1Care Membership Card and Activation Code on the warranty kit underneath your membership card.

3. It is important to keep the Membership Card and it MUST be presented to 1Care Service Centre for the purpose of making any claims.
4. We do recommend that you keep your receipt as proof of purchase for your hardware equipment alongside your 1Care Membership Card. It is required when making your claim at our service center.
5. The 1Care is valid ONLY in relation to the Product for which your Membership has been registered. It is the Product that is warranted rather than the owner (hereinafter referred as "Member")
6. The 1Care Membership had no refundable value and cannot be transferred to another product or user during the coverage period.
7. 1Care is available for non-Malaysians working or studying in Malaysia. However, all claims can only be made at 1Care Service Centre or 1Care Collection Centre in Malaysia.
8. This 1Care shall be rendered null and void if:
  - i) The Product is damaged as a result of connection to irregular voltage sources.
  - ii) The Product is installed, maintained, operated or use other than in accordance with the instructions provided by the manufacturer in relation to the Product.
  - iii) The Product is altered, modified, serviced and repaired by any party other than 1Care Service Centre, except by the original manufacturer during the first year from date of purchase of the Product.
  - iv) The Product or component serial numbers have been obliterated, altered, obscured or tempered with.
  - v) The Product is not purchased from authorized sales channel in Malaysia.
  - vi) Member cannot present the 1Care Membership Card or sales receipt or purchase invoice when requested.
  - vii) Warranty period has expired.

#### **E) Limit of Liability**

1. Upon approval of claim by the insurer company, 1Care Marketing (Malaysia) Sdn. Bhd. shall undertake to repair or replace the loss/damage item similar to the original purchase item. However, if the similar item is not available or discontinued in the market, it shall be replaced with an item of equivalent specification or in value not exceeding the Market Price.
2. All claims on repair and/or replacement of part(s), component(s) or product, including labour charges, or in total for all claims in the aggregate should not exceed and it limited up to the purchase price of the Product as stated in the Application Form.
3. If any cost of repair or aggregate of repairs is likely to exceed the prevailing retail price of the Product, then a replacement item of the same product or a product of like functionality will be offered in settlement and Coverage under that 1Care will prematurely terminate on the date that the product was replaced.
4. 1Care Marketing (Malaysia) Sdn. Bhd. reserves the absolute right to determine whether the damage is within or beyond economic repair. Any decision made by 1Care Marketing (Malaysia) Sdn. Bhd. is final and the Member shall have no further rights to contest the decision or make claims against 1Care Marketing (Malaysia) Sdn. Bhd.
5. 1Care Service Centre, its Authorized Service Centre and Authorized Dealers reserve the right to request proof of purchase (e.g. a paid and dated invoice from your Authorized Dealer) showing model and serial number before accepting liability for any warranty claim.
6. All products and components replaced under 1Care shall become 1Care Marketing (Malaysia) Sdn. Bhd.'s property.
7. If a claim made is false or fraudulent or intentionally exaggerated or if any false declarations or statements be made in support thereof no claim shall be recoverable hereunder.
8. 1Care Marketing (Malaysia) Sdn. Bhd. or its 1Care Service Centre will not be liable for any loss, claim, death or injury to persons or damage to property of incidental consequently, indirect, special or punitive damages of any nature, including, without limitation lost business profits howsoever arising out of this coverage of the Member's possession indemnity shall survive the termination of the coverage.
9. If not covered or exceeded the value of the insured Product, the costs of repair or replacement will be borne by the member. However, 1Care will seek member's approval before commencing the repair or replacement.

#### **F) Claims for Service, Repair or Replacement.**

1. 1Care Service Centre, its Authorized Service Centre and Authorized Dealers reserve the right to request proof of purchase (e.g. a paid and dated invoice from your Authorized Dealer) showing model and serial number before accepting liability for any warranty claim.
2. All products and components replaced under 1Care shall become 1Care Marketing (Malaysia) Sdn. Bhd.'s property.
3. The member is also responsible to back up all essential programs and data contained in the Product before allowing or sending to 1Care Service Centre for service, repair, replacement, etc. Member is responsible for saving ( backing up) any programs, data or removable storage media, and is advised to backup essential programs and data before allowing or sending it to 1Care Service Centre for service, repair , replacement, etc.

4. The Product is handed over to 1Care Service Centre at the Member's own risk.
5. Excess fee for making claims is not required when claim is approved.
6. 1Care Membership will be void and invalid of members attempt to repair or replace any parts of the Product.
7. 1Care Marketing (Malaysia) Sdn. Bhd. does NOT provide cash settlement.
8. All claims must be supported with the relevant documentations.
9. The costs of dismantling of the Product will be paid in the event of a valid claim. However, if upon dismantling it should be found that the damage is not within the scope of 1Care, then the cost of dismantling must be borne by the Member.

#### **G) Exclusions**

1Care does not cover:

- i) Problems or defects, caused by unauthorized modifications or failure to follow the manufacturer's installation, operation or maintenance instructions.
- ii) Damage caused by unauthorized repair personnel. Unauthorized repair or replacement of the Product shall result in the cancellation of this plan.
- iii) Loss or damage as result of negligence, carelessness or intentional.
- iv) Any software preloaded on or otherwise sold with the Product.
- v) Recovery of corrupted hard disk drive.
- vi) Damage to or loss of any programs, data or removable storage media.
- vii) Parts requiring replacement due to normal wear and tear, corrosion, rust or stain.
- viii) Products where the Product/hardware serial number has been obliterated, altered, obscured or tempered with.
- ix) Defects or damage arising from:
  - computer virus attacks,
  - the use of third party optional products or consumables in conjunction with the product,
  - usage of unauthorized or poor quality CD ROMs or
  - usage unauthorized or poor quality floppy disks.

#### **I) Others**

1. 1Care Marketing (Malaysia) Sdn. Bhd. reserves the right to reject any application if applicant supplies misleading, incomplete information or makes any misrepresentation.
2. If any of the term(s) under the 1Care is held by any competent authority to be invalid, such term(s) shall be severed whilst all remaining terms shall remain valid.
3. 1Care Marketing (Malaysia) Sdn. Bhd. reserves the final decision in the event of a dispute.
4. 1Care Marketing (Malaysia) Sdn. Bhd. reserves the right to change the terms and conditions without prior notice.

### **(II) Other Terms and Conditions Applied to 1Care All Risks Protection**

#### **A) Coverage**

1. The 1Care All Risks Protection covers the loss or damage of the insured Product that is caused by any the following events:
  - Lightning
  - Flood
  - Burglary/Theft with sign of break-in or forcible entry into premises
  - Armed Robbery/Hold-up involving weapons
  - Accidental or Unintentional Damage
2. "Forcible Entry" is defined as entry of burglar or theft via breaking or forcing-in locked windows, doors, screens, walls or roofs and tools are used.
3. "Armed Robbery involving Weapon" is defined as the taking or robbing a person using a weapon or something that appears to be a weapon was present and /or if an accomplice was present.
4. For claim on loss due to burglary or theft via forcible entry must have occurred within a premise, e.g. home and office, and proof of burglary or theft via violent and forcible entry to the premise must be presented.
5. The loss or damage must not be the result of negligence, carelessness or intentional.

**B) Period of Coverage**

The 1Care All Risks Protection is non-renewable and only valid for a period of 1 year from the date of purchase of the insured Product.

**C) Limit of Liability**

The Insurer's liability shall be limited to the amount paid for the price of each single item and/or shall not exceed the total purchase price of the insured Product as per Sales/ Purchase invoice.

**D) Claims**

- 1. In no case shall 1Care Marketing (Malaysia) Sdn. Bhd. be liable for any loss or damage not notified to the 1Care Service Centre within thirty days after the event.
- 2. When making claims under the 1Care All Risks Protection, the following documents must be provided to the 1Care Service Centre, in case of damage caused by Lightning, Flood, Burglary or Accidental Damage:

Perils	Membership Card	Copy of Member's IC/Passport	Hardware Receipt/Proof of Purchase	Claim Form	Police Report	Photos of Damaged Item	Photos of the Affected Scene
<b>For All Risk Protection Claim</b>							
Lightning	✓	✓	✓	✓		✓	
Flood	✓	✓	✓	✓	✓	✓	✓
Burglary or Thief via forcible entry	✓	✓	✓	✓	✓	✓	✓
Armed Robbery	✓	✓	✓	✓	✓	✓	
Accidental Damage	✓	✓	✓	✓		✓	

**E) Policy Exclusions**

- 1. This policy does not cover:
  - i) loss of insured Product that is stolen from any vehicle even though the said vehicle is securely locked.
  - ii) loss of insured Computer stolen or taken away by snatch-thief.
  - iii) loss or damage on the insured Product that is due to negligence carelessness or intentional.
  - iv) any loss or destruction or damage or expenses or whatsoever resulting or arising therefrom or any consequential loss directly or indirectly caused or contributed to by or arising from ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion or nuclear fuel. Solely for the purpose of this exclusion combustion shall include any self-sustaining process of nuclear fission.
  - v) loss or damage consequent upon war invasion act of foreign enemy hostilities ( whether war to be declared or not) civil was rebellion revolution insurrection or military or usurper power and any consequence of riot civil commotion, earthquake or volcanic eruption.
  - vi) loss or delay confiscation or detention by Custom House or by other Officials or Authorities.
  - vii) loss or damage arising from atmospheric conditions (other than lightning storm or tempest)
  - viii) wear and tear, gradual deterioration, any process of cleaning or restoring or from adjustment repair or dismantling of any part of Product or loss of or damage to any part whilst removed from its normal working positions.
  - ix) loss or damage arising from Mechanical or Electrical breakdown of the Product or any part thereof.
  - x) destruction of or damage to any part of the Product by its own ignition electrical breakdown or burn out.
  - xi) loss of or damage to records films or tapes.
  - xii) any loss or destruction or damage directly or indirectly caused by or contributed to by or arising from nuclear weapons material.

**(III) Other Terms and Conditions Applied to 1Care Service Contract**

**A) Coverage**

- 1. The 1Care Service Contract covers the repair and replacement of part(s) and component (s) in the event the Product stated in the 1Care Application Form fails to operate as a result of Mechanical or Electrical breakdown only and only to the extent provided by the manufacturer or the Product under the manufacturer's warranty.
- 2. The Mechanical or Electrical breakdown or damage must not be the result of negligence, carelessness or intentional.



**B) Period of Coverage**

The 1Care Service Contract is only valid during second and/or third year from the date of purchase of the Product.

The coverage will expire on the end of maximum 36 months after the date of purchase of the Product.

**C) Limit of Liability**

1. 1Care's sole obligation under this warranty shall be, at its option, to repair or replace the product or any components free of charge, in the event of any failure or defect covered by the Service Contract arising during the Service Contract period.
2. The cost of repairs of the Product including parts, replacement costs, labour and transport costs will be borne by 1Care Marketing (Malaysia) Sdn. Bhd. under the of the Policy.
3. 1Care Marketing (Malaysia) Sdn. Bhd. liability shall be limited to the amount paid for the price of each single item and/or shall not exceed the total purchase price of the insured Product as per Sales/ Purchase invoice.
4. This warranty shall be rendered null and void if:
  - i) The Product is damaged due to transportation, fall, weather, extreme temperatures, shock, improper use, mishandling or negligence after the purchase of the Product;
  - ii) The Product is damaged as a result of natural disaster or acts of God, e.g. fire, flood, lightning.

**D) Claims**

1. In no case shall 1Care Marketing (Malaysia) Sdn. Bhd. be liable for any loss or damage not notified to the 1Care Service Centre within thirty days after the event.
2. When making claims under the 1Care Service Contract, the following documents must be provided to the 1Care Service Centre:

Perils	Membership Card	Copy of Member's IC/Passport	Hardware Receipt / Proof of Purchase	Claim Form
Mechanical or Electrical Breakdown	✓	✓	✓	✓

**E) Exclusions**

1. This Policy does not cover:

- i) Appearance or structural items, such as housing, case or frame, decorative parts or parts designated to be replaced periodically during the life of the Insured Product, add-on items, accessories or attachments, external wiring and cabling, battery chargers, racks, bins, knobs, handles, antennas, remote control.
- ii) Normal routine maintenance, cleaning, lubrication, adjustments or alignment.
- iii) Problems or defects due to lack of maintenance as required by the manufacturer.
- iv) Reception and/or transmission problems resulting from external causes, modem or data transfer devices.
- v) Any problems or defects NOT covered by manufacturer's warranty.
- vi) Damage by fire, theft, burglary, accident, neglect, misuse, or abuse. Acts of God including but not limited to earthquake, volcanic eruption, storm or tempest (wind), sand, water, flood, rising water, lightning, malicious damage, aircraft, vehicle impact, corrosion, battery leakage, power outages or surges, inadequate or improper voltage, or current, animal or insect infestation.
- vii) Normal wear and tear items not integral or necessary to the functioning of the Insured Product or routine service, or if the wear and tear on the part has exceeded the field tolerances allowed by the Manufacturer.
- viii) Commercial usage (except for office products such as facsimile machines, copiers and computers which are used for home and light office use.)
- ix) Any defects which are subject to a manufacturer's recall or which are covered under a manufacturer's program of reimbursement.
- x) Breakdown caused by computer virus and realignment to products. Defects resulted directly and/or indirectly from software installation and removal are so excluded.
- xi) Consequential losses of any kind and transportation damage are excluded.
- xii) Products with removed or altered serial numbers are not covered.
- xiii) Any failure, malfunction, defect, inoperability, breakdown, disruption or stoppage of the product or any product functions or the function of any related components caused by, arising from or related to directly or indirectly any design, planning or engineering compatibility, omission or deficiency with the incidents of the year 2000.

- xiv) Expendable parts of the Product or to the parts of the Product that are exposed to wear and tear in the normal course of product usage. Example include but not limited, such as batteries, product casing/housing, carry case, external cables, external keyboards, external mouse, external speakers, external microphone, power adaptor and projector lamp
- xv) LCD panels physically damaged due to external pressure, accidental drops, spills and extreme temperature, and such damages are noticeably viewable. Examples include but are not limited, such as scratches, imprint/water marks, cracks and dents.
- xvi) Any accessory or equipment such as software, peripherals and/or add-on options incorporated in a product not essential to the basic function of the product. Examples include but are not limited to consumables such as DVD discs, CD discs, tapes, diskettes or software and add-on options.

**(IV) Other Terms and Conditions Applied to 1Care Theft Protection**

**A) Coverage**

1. The 1Care Theft Protection covers the loss or damage of the insured Product that is caused by any the following events:
  - Burglary/Theft with sign of break-in or forcible entry into premises
  - Armed Robbery involving weapons
2. "Forcible Entry" is defined as entry of burglar or theft via breaking or forcing-in locked windows, doors, screens, walls or roofs and tools are used.
3. "Armed Robbery involving Weapon" is defined as the taking or robbing a person using a weapon or something that appears to be a weapon was present and /or if an accomplice was present.
4. For claim on loss due to burglary or theft via forcible entry must have occurred within a premise, e.g. home and office, and proof of burglary or theft via violent and forcible entry into the premise must be presented.
5. The loss or damage must not be the result of negligence, carelessness or intentional.

**B) Period of Coverage**

The 1Care All Theft Protection is non-renewable and only valid for a period of 1 year from the date of purchase of the insured Product.

**C) Limit of Liability**

The Insurer's liability shall be limited to the amount paid for the price of each single item and/or shall not exceed the total purchase price of the insured Product as per Sales/ Purchase invoice.

**D) Claims**

1. In no case shall 1Care Marketing (Malaysia) Sdn. Bhd. be liable for any loss or damage not notified to the 1Care Service Centre within thirty days after the event.
2. When making claims under the 1Care Theft Protection, the following documents must be provided to the 1Care Service Centre:

Perils	Membership Card	Copy of Member's IC/Passport	Hardware Receipt/Proof of Purchase	Claim Form	Police Report	Photos of Damaged Item	Photos of the Affected Scene
<b>For Thief Protection Claim</b>							
Burglary or Thief via forcible entry	✓	✓	✓	✓	✓	✓	✓
Armed Robbery	✓	✓	✓	✓	✓	✓	

**E) Policy Exclusions – Please refer to exclusions of 1Care All Risk Protection**

## Frequently Asked Questions (FAQ)

**Q: What is 1Care?**

A: 1Care is an integrated service and support plan endorsed by 1Care Marketing (Malaysia) Sdn. Bhd. underwritten by Multi-Purpose Insurance and extends the coverage to your new IT Product.

**1Care All Risks Protection** provides coverage of your insured Product in the event of lightning, flood, burglary/theft via forcible entry, armed robbery or accidental damage by giving repair or replacement during the 1st year from the date of purchase of your new IT Product.

**1Care Service Contract** automatically extends the original manufacturer's warranty to the 2nd and/or 3rd year from the date of purchase of your new IT Product.

**1Care Theft Protection** provides coverage of your insured Product in the event of burglary/theft via forcible entry and armed robbery during the 1st year from the date of purchase of your new IT Product.

**Q: How do I activate my 1Care Membership?**

A: You can activate your 1Care Membership via:

**Online** **Step 1:** Visit [www.1care-online.com](http://www.1care-online.com)



**Step 2:** Click "Registration", enter your Membership Number and Activation code.

**Step 3:** Fill in your Personal or Company (for commercial user) details.

**Step 4:** Fill in your hardware details and click "Submit"

**Step 5:** You shall receive a confirmation E-mail from 1Care with and Activation URL link and details of your 1Care Membership.

**Step 6:** Click on the URL link to activate your 1Care Membership. You are advised to save or print a copy for your own record.

**\*\*For existing member, kindly login with your User ID and Password to activation your additional newly purchased equipment.**

**Q: Can I purchase 1Care after purchasing my product?**

A: Yes, you can purchase 1Care at anytime within 30 days from your new IT Product purchase date.

**Q: What products are eligible for the 1Care Service Contract, All Risks and Theft Protection?**

A: Any new branded Desktop PC, Notebook PC and Projector that is purchased from authorized sales channels.

**Q: Can I purchase 1Care if I am a foreigner?**

A: Yes, you can purchase 1Care and enjoy the same protection benefits but claims must be made in Malaysia only.

**Q: Is 1Care transferable?**

A: No, the 1Care Membership cannot be transferred to another product or user during the coverage period.

**Q: What does All Risks Protection cover?**

A: 1Care All Risks Protection covers your insured Product against lightning, flood, burglary/theft via forcible entry, armed robbery and accidental damage. The loss or damage must not be result of negligence, carelessness or intentional. For more details, kindly refers to 1Care Terms and Conditions.

**Q: What does 1Care Service Contract cover?**

A: 1Care Service Contract covers the repair and replacement of original parts and components in the event your insured Products fails to operate as a result of Mechanical or Electrical breakdown and to the extent provided by the original manufacturer's warranty. The Product breakdown or damage must not be the result of negligence, carelessness or intentional. For more details, kindly refers to 1Care Terms and Conditions.

**Q: What happens if my 1Care Membership Card is lost?**

A: You must replace your 1Care Membership Card by presenting your activation confirmation e-mail and an administration fee of RM10.00

**Q: What does Theft Protection cover?**

A: 1Care Theft Protection covers your insured Product against burglary/theft via forcible entry and armed robbery. The loss or damage must not be result of negligence, carelessness or intentional. For more details, kindly refers to 1Care Terms and Conditions.

**Q: When does my coverage begin and expire?**

A: 1Care All Risks Protection and Theft Protection begin from the date of purchase of your insured Product and expire at the end of 1st year.  
1Care Service Contract begin on the 2nd or 3rd year and expired at the end of the 2nd or 3rd year from the date of purchase of your insured Product.

**Q: Can I extend my 1Care coverage period?**

A: No, 1Care membership is not extendable or renewable.

**Q: Do I need to activate my 1Care Membership?**

A: Yes, you MUST register your 1Care membership within 30 days from the purchase date of your new IT Product to activate the 1Care coverage.

**Q: What is my 1Care Membership Number and Activation Code?**

A: Your 1Care Membership Number and Activation Code is a unique number assigned to your 1Care Membership. It will help us to identify your membership details and information of your insured Product. It is also important that you state your Membership Number on the 1Care Application Form during the Registration process.

**Q: Where can I find my 1Care Membership Number?**

A: Your 1Care Membership Number can be found in your 1Care Membership Card that comes along with your 1Care Kit, which you will receive from your dealer upon purchase of 1Care.

**Q: Where can I find my 1Care membership Activation Code?**

A: Your 1Care membership Activation Code (10 alphanumeric code) can be found in the warranty kit under your membership card.

**Q: I tried to activate my membership via online, but it didn't work. What happened?**

A: This shouldn't happen, but if it does, please contact our customer service via Toll-Free or email.

**Q: How do I know whether my membership activation is successful?**

A: You will receive a confirmation e-mail immediately after submitted your registration via online . You must click at the URL link in your email to confirm your email address. You are advised to save or print a copy for your own record. In the event that you do not receive the confirmation e-mail, kindly contact our customer service via Toll-Free or e-mail.

**Q: Is my 1Care coverage in effect if I didn't or forgot to activate my membership?**

A: No, your 1Care membership and coverage will not be valid without a successful Activation. Therefore, it is very important that you activate your membership within 30 days of the purchase of your Product.

**Q: Should I inform 1Care if I change my contact information?**

A: Yes, kindly inform our customer service via Toll-Free or e-mail if you have changed your mobile phone no. and/or e-mail. This is useful for information update between Members & 1Care.

**Q: How and where do I file a claim?**

A: You will need to contact the 1Care Service Centre or visit your nearest 1Care Collection Centre. We have a total of 24 point of service located nationwide. For more information, kindly refer to the "Procedure For Claims" section in this booklet.

**Q: Do I need to present the hardware proof of purchase when I do my claim?**

A: Yes, in fact we do recommend that you keep your hardware receipt/proof of purchase alongside your 1Care Membership Card as it is required when making your claim at our service center.

**Q: Is there any excess fees or additional charges when I do my claim?**

A: No, there are no charges or fees required when you make any claims under 1Care at 1Care Service Centre or 1Care Collection Centre. However, if your claim is not covered by 1Care or has exceeded the total value of your insured Product, you will be notified of the costs incurred for the repair and /or replacement and we will seek your approval before commencing the repair or replacement.

**Q: Can I send the damaged Product to my own repair centre to have the repair done and claim the fees from 1Care?**

A: No, please do not make your own repair or replacement and we do not provide cash settlement. You must pass your insured Product to 1Care for repair or replacement.

**Q: What are the documents that I need to provide to 1Care when filing a claim?**

A: Kindly refer to the table below:

Perils	Membership Card	Copy of Member's IC/Passport	Hardware Receipt/Proof of Purchase	Claim Form	Police Report	Photos of Damaged Item	Photos of the Affected Scene
<b>For Service Contract Claim</b>							
Mechanical or Electrical Breakdown	✓	✓	✓	✓			
<b>For All Risk Protection Claim</b>							
Lightning	✓	✓	✓	✓		✓	
Flood	✓	✓	✓	✓	✓	✓	✓
Burglary	✓	✓	✓	✓	✓	✓	✓
Armed Robbery	✓	✓	✓	✓	✓	✓	
Accidental Damage	✓	✓	✓	✓		✓	
<b>For Theft Protection Claim</b>							
Burglary	✓	✓	✓	✓	✓	✓	✓
Armed Robbery	✓	✓	✓	✓	✓	✓	

**Q: What kinds of parts or components does 1Care use for repair?**

A: 1Care uses original manufacturer's parts for repair service. The original manufacturer's parts may include new, used or refurbished parts. All repairs are performed by 1Care-Authorized technicians.

**Q: How can I track my claim?**

A: You may contact our customer service via Toll-Free, e-mail or login to your 1Care account to check on your claim status.

**Q: How long does the claim process take?**

A: 1Care is committed to process all claims within 30 days once the adjuster's report (for All Risks Protection) and all other relevant documents are submitted to the 1Care Service Centre. It is therefore important for you to ensure that all your documents are furnished to us without any delay in order for us to expedite your claim.

**Q: Do I need to surrender my standard accessories that come together with the initial purchase of my insured Product?**

A: Under claims for repair, you do not need to bring your battery, power supply adapter and cables. However, for replacement claims, you will need to surrender all the standard accessories including battery, power supply adapter and cables that come with your initial Product purchase.

**Q: Am I allowed to make more than one claim?**

A: Yes, you can make more than one claim throughout the coverage period as long as the total repair or replacement costs incurred at 1Care is within the total value of your insured Product.

**Q: Assuming I have made a claim under the All Risks Protection during the 1st year, is my Service Contract coverage still valid in the 2nd and 3rd year?**

A: Yes, your 1Care Service Contract coverage is still valid even if you have made claims under All Risks Protection during the 1st year.

**Q: Can I upgrade my insured Product during the period of coverage and still be covered under 1Care?**

A: Yes, but 1Care will only cover the original manufacturer's specifications at the time of purchase. Any upgraded components will not be covered.

**Q: Does 1Care provide coverage to the software and data installed in my insured Product?**

A: No.

**Q: How can I contact 1Care Service Centre?**









A: You may contact us via Toll-Free at 1-300-80-1CARE (2273) or e-mail us at customerservice@1care-online.com

### Our Service Center (24 Ports Nationwide):

STATE	TOWN	ADDRESS
<b>Centre Region</b>		
Selangor	• Petaling Jaya (HeadOffice)	C309, B lock C, Kelana Square, No. 17, Jalan SS7/26, Kelana Jaya, 47301 Petaling Jaya, Selangor. Helpdesk hotline : 1-300-80-1CARE (2273)
Wilayah	• Kuala Lumpur	Lot 3IT-08B, Level 3, Plaza Low Yat, Off Jalan Bukit Bintang, 55100 Kuala Lumpur
<b>Northern Region</b>		
Perlis/Kedah	• Kangar / Alor Setar	17, Jalan Zamrud 3, Taman Pelangi (Mergong), 05150 Alor Setar, Kedah
Penang	• S. Perai	49, Jalan Perai Jaya 3, Bandar Perai Jaya, 13700 Seberang Perai, Penang.
	• Georgetown	86-1, Bayan Bay, Persiaran Bayan Indah, 11900 Bayan Lepas, Pulau Pinang.
Perak	• Ipoh	No. 56, Jalan Temenggong, 31650 Ipoh, Perak.
	• Ipoh	24A, Persiaran Greentown 1, Greentown Business Centre, 30450 Ipoh, Perak
<b>Southern Region</b>		
Negeri Sembilan	• Seremban	199-G, Jalan Haruan 5/6, Pusat Komersial Oakland 2, 70300 Seremban, Negeri Sembilan.
Melaka	• Melaka	No 49H, Jalan Ong Kim Wee, 75300 Melaka
Johor	• Johor Baru	2A, Jalan Giam, Taman Majidee, 81100 Johor Baru, Johor.
	• Muar	48-28, Jalan Sakeh Baru, Taman Sakeh Baru, 84000 Muar, Johor
	• Batu Pahat	12, Jalan Kundang 2, Taman Bukit Pasir, 83000 Batu Pahat, Johor
	• Johor Baru	20 & 48, Jalan Kebudayaan 6, Taman Universiti, 81300 Skudai, Johor
<b>Eastern Region</b>		
Pahang	• Kuantan	B340, Jalan Berserah, 25300 Kuantan, Pahang.
Terengganu	• Kuala Terengganu	80H-I-J, Jalan Petani, 20000 Kuala Terengganu
	• Kuala Terengganu	1102, Jln. Sultan Sulaiman, 20000 Kuala Terengganu, Terengganu
Kelantan	• Kota Bharu	6006, 1st Floor, Jalan Hamzan, 15050 Kota Bharu, Kelantan
<b>East Malaysia</b>		
Sarawak	• Kuching	1st Floor, Lot 207, Section 51, Ban Hock Road, 93100 Kuching, Sarawak
	• Sibü	80, 2nd Floor, Pusat Pedada, Jalan Pedada, 96000 Sibü, Sarawak
	• Bintulu	No.29-30, 1st Floor, BDA-Shahida Commercial Centre, P.O.Box 774, 97008 Bintulu, Sarawak
	• Miri	Lot 2246, 2nd Floor, Saberka Comm Centre, 98000 Miri, Sarawak.
	• Limbang	No 42, 1st Floor, Main Bazaar, 98708 Limbang, Sarawak
	• Sri Aman	Lot 864, 1st Floor, Block 2 STD, No 101, Jalan Club, 95000 Sri Aman, Sarawak.
	• Sarikei	3, Jalan Tok Tok, 96100, Sarikei, Sarawak.
Sabah	• Kota Kinabalu	Lot 32-2, 2nd Floor, Lorong lintas Plaza 3, Lintas Plaza, Jalan Lintas, 88300 Kota Kinabalu, Sabah
	• Sandakan	Lot 6, Block 29, Ground floor, Bandar Indah Mile 4, North Road, 90000 Sandakan, Sabah
	• Lahad Datu	MDLD 3278, Lot 13, Block 2, Grd Floor, Fajar Centre, Jln Segama, 91125 Lahad Datu, Sabah.
	• Tawau	TB4404, Lot 5, Block A, 1st Floor, Bandaran Baru, Jalan Baru, 91015 Tawau, Sabah
Wilayah	• Labuan	U0441, Jln Bunga Seroja, Tang Kah Wah Shophouse, P.O Box 81471, 87024 F.T, Labuan.

## Our Full Coverage Plans:

Kindly refer to T&Cs below for purchased plan coverage in details.

Program Coverage	Description
 <b>1 year Service Contract</b>	This Service Contract shall commence from the first day on the expiry of the manufacturer warranty (may it be 12, 24 months), up to an additional period of 24 months, whichever the manufacturer period is confirmed at.
 <b>2 years Service Contract</b>	This Service Contract shall commence from the first day on the expiry of the manufacturer warranty (may it be 12 months), up to an additional period of 12 months, whichever the manufacturer period is confirmed at.
 <b>1 year All Risk</b>	Applicable during 1st year purchase of the insured product. Loss or damage due to Lighting, Flood, Burglary, Theft with sign or break in or forcible entry into premise, armed robbery involving weapons and accidental or unintentional damage like drops, falls or liquid spills.
 <b>1 year Theft Protection</b> (only Burglary, Armed robbery and theft break in)	Applicable during 1st year purchase of the insured product. Loss or damage due to Burglary, Theft with sign or break in or forcible entry into premises, armed robbery involving weapons.
 <b>1 year Service Contract + 1 year All Risk</b>	This Service Contract shall commence from the first day on the expiry of the manufacturer warranty (may it be 12, 24 months), up to an additional period of 24 months, whichever the manufacturer period is confirmed at. All Risk Protection is applicable during 1st year purchase of the insured product. Loss or damage due to Lighting, Flood, Burglary, Theft with sign or break in or forcible entry into premise, armed robbery involving weapons and accidental or unintentional damage like drops, falls or liquid spills.
 <b>2 years Service Contract + 1 year All Risk</b>	This Service Contract shall commence from the first day on the expiry of the manufacturer warranty (may it be 12 months), up to an additional period of 12 months, whichever the manufacturer period is confirmed at. This All Risk Protection is applicable during 1st year purchase of the insured product. Loss or damage due to Lighting, Flood, Burglary, Theft with sign or break in or forcible entry into premise, armed robbery involving weapons and accidental or unintentional damage like drops, falls or liquid spills.
 <b>1 year Service Contract + 1 year Theft Protection</b>	This Service Contract shall commence from the first day on the expiry of the manufacturer warranty (may it be 12, 24 months), up to an additional period of 24 months, whichever the manufacturer period is confirmed at. Theft Protection applicable during 1st year purchase of the insured product. Loss or damage due to Burglary, Theft with sign or break in or forcible entry into premises, armed robbery involving weapons.
 <b>2 years Service Contract + 1 year Theft Protection</b>	This Service Contract shall commence from the first day on the expiry of the manufacturer warranty (may it be 12 months), up to an additional period of 12 months, whichever the manufacturer period is confirmed at. Theft Protection applicable during 1st year purchase of the insured product. Loss or damage due to Burglary, Theft with sign or break in or forcible entry into premises, armed robbery involving weapons.



**1Care Customer Service:**

Toll-Free Line: **1-300-80-1CARE (2273)**

Email: **customerservice@1care-online.com**

Website: **www.1care-online.com**