



## Memory

For instructions on installing memory, refer to the electronic or paper documentation that comes with your computer. For IBM® ThinkPad® and most IBM desktop computers, refer to the online documentation included in the Access ThinkPad or Access IBM programs, available from the Start menu. You can also open Access ThinkPad by pressing the ThinkPad button available on many ThinkPad models.

If you are using this product in the United States, Canada, or Puerto Rico, you can find additional information in "IBM Statement of Limited Warranty for United States, Puerto Rico, and Canada (Z125-4753-05 11/97)" on page 2.

*For all other countries, the warranty terms and conditions applicable in the country of purchase are available from IBM or your IBM reseller. For product service outside the United States and Canada, contact your IBM reseller or IBM marketing representative.*

Nähere Informationen zum Installieren von Speichermodulen erhalten Sie in der Onlinedokumentation oder in der gedruckten Dokumentation, die Sie zusammen mit Ihrem Computer erhalten haben. Lesen Sie bei einem IBM® ThinkPad® und den meisten IBM Desktop-Computern die Informationen in der Onlinedokumentation, die in den Programmen "Access ThinkPad" oder "Access IBM" enthalten ist. Sie können diese Onlinedokumentation über das Menü "Start" aufrufen. Sie können das Programm "Access ThinkPad" auch durch Drücken der Taste "ThinkPad", die bei den meisten ThinkPad-Modellen vorhanden ist, aufrufen.

**Garantie:** *Die für das Land geltenden Garantiebedingungen, in welchem Sie Ihr Gerät erworben haben, sind von IBM oder Ihrem IBM Vertragshändler erhältlich*

**Produktservice:** Produktservice außerhalb der Vereinigten Staaten und Kanada erhalten Sie über Ihren IBM Vertragshändler oder über einen IBM Marketingvertreter.

Pour obtenir des instructions sur l'installation de modules de mémoire, consultez la documentation en ligne ou imprimée fournie avec l'ordinateur. Pour les ThinkPad IBM et la majorité des ordinateurs de bureau IBM, la documentation en ligne est accessible en sélectionnant les programmes Access ThinkPad ou Access IBM à partir du menu Démarrer. Vous pouvez également ouvrir Access ThinkPad en appuyant sur le bouton ThinkPad qui se trouve sur de nombreux modèles de ThinkPad.

**Garantie:** *Les conditions de la garantie qui s'appliquent dans le pays où le produit a été acheté sont disponibles auprès d'IBM ou de votre détaillant IBM.*

**Entretien du produit:** Pour l'entretien à l'extérieur des États-Unis et du Canada, contactez votre détaillant IBM ou le représentant en marketing d'IBM.

Para obtener instrucciones sobre cómo instalar la memoria, consulte la documentación electrónica o en papel que viene con el sistema. Para IBM® ThinkPad® y para la mayoría de los sistemas de sobremesa de IBM, consulte la documentación en línea que se incluye en los programas de Access ThinkPad o Access IBM y que están disponibles en el menú Inicio. También puede abrir Access ThinkPad pulsando el botón ThinkPad que se encuentra en muchos modelos ThinkPad.

**Información sobre la Garantía:** *Los términos y condiciones de la garantía aplicable en el país de compra, están disponibles de IBM o de su concesionario local IBM.*

**Servicio del Producto:** Para obtener servicio fuera de los Estados Unidos y Canadá, póngase en contacto con su concesionario local IBM o con su representante de marketing de IBM.

Per istruzioni relative alla installazione della memoria, consultare la documentazione elettronica o su carta, fornita con il computer. Per IBM® ThinkPad® e la maggior parte dei computer IBM desktop, fare riferimento alla documentazione in linea nei programmi Access ThinkPad o Access IBM, disponibili dal menu Avvio. E' possibile aprire Access ThinkPad premendo il pulsante ThinkPad presente su molti modelli ThinkPad.

**Garanzia:** *Le condizioni di garanzia in vigore nel paese ove è stato acquistato il prodotto sono disponibili presso l'IBM o il rivenditore IBM.*

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Para obter instruções sobre a instalação de memória, consulte a documentação eletrônica ou impressa fornecida com o computador. Para o IBM® ThinkPad® e a maioria dos computadores IBM, consulte a documentação online incluída no programa Access ThinkPad ou Access IBM, disponível no menu Iniciar. Você também pode abrir o Access ThinkPad pressionando o botão ThinkPad disponível em muitos modelos de computadores ThinkPad.

**Informação sobre a Garantia:** *Os termos e as condições de garantia aplicáveis no país de compra estão disponíveis na IBM ou no seu revendedor da IBM.*

**Assistência Técnica do Produto:** para a assistência técnica fora dos Estados Unidos e do Canadá, contatar o seu revendedor da IBM ou o representante de marketing da IBM.

有關如何安裝記憶體指示，請參閱附隨電腦的電子或印刷說明文件。有關 IBM® ThinkPad® 和大部份 IBM 桌上型電腦的相關資訊，請在「開始」功能表中啟動 Access ThinkPad 或 Access IBM 程式，以便參照該程式中內附的線上說明文件。您也可以按大部份 ThinkPad 機型上可找到的 ThinkPad 按鈕來開啓 Access ThinkPad。

如果您在美國、加拿大或波多黎各使用本產品，您可以在第二頁「IBM 有限保證聲明」中找到其它資訊。

在其他國家，可向 IBM 或 IBM 轉銷商取得購買所在國家適用的保證條款與聲明。有關美國與加拿大以外地區的產品服務相關資訊，請和 IBM 轉銷商或 IBM 業務代表聯絡。

有关安装内存的说明，请参考随您计算机一起提供的电子或书面文档。对于 IBM® ThinkPad® 和大多数 IBM 台式计算机，请参考包含在 Access ThinkPad 或 Access IBM 程序中的联机文档，这些程序可从“开始”菜单中使用。

您可以通过按下 ThinkPad 按键来打开 Access ThinkPad，许多 ThinkPad 型号上都有该按键。

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メモリーの取り付け手順については、ご使用のコンピューターに付属のオンライン・マニュアルや紙のマニュアルを参照してください。IBM® ThinkPad® やほとんどの IBM デスクトップ・コンピューターでは、「スタート」メニューから表示される Access ThinkPad または Access IBM に含まれるオンライン・マニュアルをご覧ください。ThinkPad の多くのモデルでは、ThinkPad ボタンを押すだけで Access ThinkPad を表示することもできます。

アメリカ合衆国、カナダ、またはプエルトリコで本製品をご使用の場合は、2 ページの『IBM Statement of Limited Warranty』の追加情報をご覧ください。

その他の国でご使用の場合、お買い求めになった各国に適用される保証契約条項は、IBM または IBM 特約店から入手することができます。アメリカ合衆国およびカナダ以外の国における製品サービスについては、お買い求めになった IBM 特約店または IBM 営業担当員にお問い合わせください。

## ***IBM Statement of Limited Warranty for United States, Puerto Rico, and Canada (Z125-4753-05 11/97)***

The warranties provided by IBM in this Statement of Limited Warranty apply only to Machines you purchase for your use, and not for resale, from IBM or your reseller. The term "Machine" means an IBM machine, its features, conversions, upgrades, elements, or accessories, or any combination of them. The term "Machine" does not include any software programs, whether pre-loaded with the Machine, installed

subsequently or otherwise. Unless IBM specifies otherwise, the following warranties apply only in the country where you acquire the Machine. Nothing in this Statement of Warranty affects any statutory rights of consumers that cannot be waived or limited by contract. If you have any questions, contact IBM or your reseller.

**Machine - Memory**

**Warranty Period\* - Three Years**

*\*Contact your place of purchase for warranty service information. Some IBM Machines are eligible for On-site warranty service depending on the country where service is performed.*

### **The IBM Warranty for Machines**

IBM warrants that each Machine 1) is free from defects in materials and workmanship and 2) conforms to IBM's Official Published Specifications. The warranty period for a Machine is a specified, fixed period commencing on its Date of Installation. The date on your sales receipt is the Date of Installation, unless IBM or your reseller informs you otherwise.

During the warranty period IBM or your reseller, if approved by IBM to provide warranty service, will provide repair and exchange service for the Machine, without charge, under the type of service designated for the Machine and will manage and install engineering changes that apply to the Machine.

If a Machine does not function as warranted during the warranty period, and IBM or your reseller are unable to either 1) make it do so or 2) replace it with one that is at least functionally equivalent, you may return it to your place of purchase and your money will be refunded. The replacement may not be new, but will be in good working order.

### **Extent of Warranty**

The warranty does not cover the repair or exchange of a Machine resulting from misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by you, or failure caused by a product for which IBM is not responsible. The warranty is voided by removal or alteration of Machine or parts identification labels.

**THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD.**

## Items Not Covered by Warranty

IBM does not warrant uninterrupted or error-free operation of a Machine.

Unless specified otherwise, IBM provides non-IBM machines **WITHOUT WARRANTIES OF ANY KIND.**

Any technical or other support provided for a Machine under warranty, such as assistance via telephone with “how-to” questions and those regarding Machine set-up and installation, will be provided **WITHOUT WARRANTIES OF ANY KIND.**

## Warranty Service

To obtain warranty service for the Machine, contact your reseller or IBM. In the United States, call IBM at 1-800-772-2227. In Canada, call IBM at 1-800-565-3344. You may be required to present proof of purchase.

IBM or your reseller provides certain types of repair and exchange service, either at your location or at a service center, to keep Machines in, or restore them to, conformance with their Specifications. IBM or your reseller will inform you of the available types of service for a Machine based on its country of installation. IBM may repair the failing Machine or exchange it at its discretion.

When warranty service involves the exchange of a Machine or part, the item IBM or your reseller replaces becomes its property and the replacement becomes yours. You represent that all removed items are genuine and unaltered. The replacement may not be new, but will be in good working order and at least functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

Any feature, conversion, or upgrade IBM or your reseller services must be installed on a Machine which is 1) for certain Machines, the designated, serial-numbered Machine and 2) at an engineering-change level compatible with the feature, conversion, or upgrade. Many features, conversions, or upgrades involve the removal of parts and their return to IBM. A part that replaces a removed part will assume the warranty service status of the removed part.

Before IBM or your reseller exchanges a Machine or part, you agree to remove all features, parts, options, alterations, and attachments not under warranty service.

You also agree to

1. ensure that the Machine is free of any legal obligations or restrictions that prevent its exchange;
2. obtain authorization from the owner to have IBM or your reseller service a Machine that you do not own; and
3. where applicable, before service is provided
  - a. follow the problem determination, problem analysis, and service request procedures that IBM or your reseller provides,
  - b. secure all programs, data, and funds contained in a Machine,

- c. provide IBM or your reseller with sufficient, free, and safe access to your facilities to permit them to fulfill their obligations, and
- d. inform IBM or your reseller of changes in a Machine's location.

IBM is responsible for loss of, or damage to, your Machine while it is 1) in IBM's possession or 2) in transit in those cases where IBM is responsible for the transportation charges.

Neither IBM nor your reseller is responsible for any of your confidential, proprietary or personal information contained in a Machine which you return to IBM or your reseller for any reason. You should remove all such information from the Machine prior to its return.

## Production Status

Each IBM Machine is manufactured from new parts, or new and used parts. In some cases, the Machine may not be new and may have been previously installed. Regardless of the Machine's production status, IBM's appropriate warranty terms apply.

## Limitation of Liability

Circumstances may arise where, because of a default on IBM's part or other liability, you are entitled to recover damages from IBM. In each such instance, regardless of the basis on which you are entitled to claim damages from IBM (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), IBM is liable for no more than

1. damages for bodily injury (including death) and damage to real property and tangible personal property; and
2. the amount of any other actual direct damages, up to the greater of U.S. \$100,000 (or equivalent in local currency) or the charges (if recurring, 12 months' charges apply) for the Machine that is the subject of the claim.

This limit also applies to IBM's suppliers and your reseller. It is the maximum for which IBM, its suppliers, and your reseller are collectively responsible.

**UNDER NO CIRCUMSTANCES IS IBM LIABLE FOR ANY OF THE FOLLOWING: 1) THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES (OTHER THAN THOSE UNDER THE FIRST ITEM LISTED ABOVE); 2) LOSS OF, OR DAMAGE TO, YOUR RECORDS OR DATA; OR 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR SAVINGS), EVEN IF IBM, ITS SUPPLIERS OR YOUR RESELLER IS INFORMED OF THEIR POSSIBILITY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

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## Help and service information

### Warranty Information

Machine Name - Memory  
Warranty Period - Three Years

See the IBM Statement of Limited Warranty included in this publication for IBM's warranty terms and conditions. The IBM Machine Warranty worldwide Web site at [http://www-1.ibm.com/servers/support/machine\\_warranties/](http://www-1.ibm.com/servers/support/machine_warranties/) contains a worldwide overview of IBM's Limited Warranty for IBM Machines, a glossary of terms used in the Statement of Limited Warranty, Frequently Asked Questions (FAQs) and links to Product Support pages. The IBM Statement of Limited Warranty is available from this Web site in 29 languages in Portable Document Format (PDF).

### Service and support

With the original purchase of an IBM machine, you have access to extensive support coverage. During the IBM machine warranty period, you may call IBM or your reseller for problem determination assistance under the terms of the IBM Statement of Limited Warranty.

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## Online and telephone technical support

This section contains information on how to obtain online and telephone technical support.

### Online technical support

Online technical support is available during the life of your product. Online assistance can be obtained through the Personal Computing Support Web site.

<i>Online technical support</i>	
IBM Personal Computing Support Web Site	<a href="http://www.ibm.com/pc/support">http://www.ibm.com/pc/support</a>

During the warranty period, assistance for replacement or exchange of defective components is available. In addition, if

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your IBM option is installed in an IBM computer, you might be entitled to service at your location. Your technical support representative can help you determine the best alternative.

### Telephone technical support

Installation and configuration support through the HelpCenter will be withdrawn or made available for a fee, at IBM's discretion, 90 days after the option has been withdrawn from marketing. Additional support offerings, including step-by-step installation assistance, are available for a nominal fee.

To assist the technical support representative, have available as much of the following information as possible:

1. Product name
2. Product number
3. Proof of purchase
4. Computer manufacturer, model, serial number (if IBM), and manual
5. Exact wording of the error message (if any)
6. Description of the problem
7. Hardware and software configuration information for your system

If possible, be at your computer. Your technical support representative might want to walk you through the problem during the call.

For the support telephone number and support hours by country, refer to the following table. If the number is not provided, contact your IBM reseller or IBM marketing representative. Response time may vary depending on the number and nature of the calls received.

<i>Support 24 hours a day, 7 days a week</i>	
Canada (Toronto only)	416-383-3344
Canada (all other)	1-800-565-3344
U.S.A. and Puerto Rico	1-800-772-2227
All other countries	Go to <a href="http://www.ibm.com/pc/support/">http://www.ibm.com/pc/support/</a> , and click <b>Support Phone List</b> .

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