Table of Contents:

SAFETY AND MAINTENANCE ......................................................... 2
  FCC Compliance Statement .................................................... 4
CONTENTS ............................................................................. 5
TECHNICAL DATA .................................................................. 5
SYSTEM REQUIREMENTS ......................................................... 6
SETTING UP ........................................................................... 7
  Controls ............................................................................... 7
  Insert batteries in the keyboard ........................................... 8
  Insert batteries in the cordless Mouse .................................. 8
  Battery Status ..................................................................... 8
  Battery disposal ............................................................... 9
  Tuning .............................................................................. 9
  Installing the receiver ....................................................... 10
  Installing the software ...................................................... 11
  Uninstalling the driver software ........................................ 12
OPERATING THE COMPONENTS ........................................... 13
  Mouse wheel .................................................................. 13
  The Keyboard .................................................................. 13
    The QWERTY Keyboard ............................................... 14
    The Return Key .......................................................... 14
    The SHIFT and CAPS-LOCK Keys ............................... 15
  Space, Tab and Backspace Keys ...................................... 16
  The Alt and Ctrl Keys ...................................................... 17
  Cursor Control Keys ...................................................... 19
    The Number and Cursor Pad ....................................... 20
    The Function and Windows Keys ............................... 21
  Special keys and functions .............................................. 22
CUSTOMER SERVICE .............................................................. 24
  What to do in the event of malfunction .......................... 24
  Basic hints ...................................................................... 24
  Error handling and tips .................................................. 24
  Technical Support .......................................................... 26
  If you need further help ................................................ 26
WARRANTY ............................................................................ 27
SAFETY AND MAINTENANCE

Keep these instructions with your wireless input set at all times. The proper set up, use and care can help extend the life of your input set. In the event that you transfer ownership of this device, please provide these instructions to the new owner.

- Whenever you edit your data, make backup copies on an external data medium (disks, CD). We are not liable for loss of data and consequential damages.
- This product is designed to run on a PC/AT (IBM-compatible) computer with PS/2-ports.
- Follow the safety instructions for the computer to which you are connecting the devices.
- Never open up the component housings. This might lead to a short-circuit or even to a fire.
- Never allow children to use electronic devices unsupervised. Children may not always correctly identify potential hazards.
- Arrange the connection set so that no-one can tread on or trip over it.
- This device should only be repaired by an authorized service partner. Please contact customer service if you have any technical problems.
- Remove all power cables before installation. If the computer is not disconnected from the power outlet damage may result. Unless expressly instructed otherwise, only remove and change the connections in the powered down state.
- Keep the devices away from moisture and avoid dust, heat and direct sunlight. Ensure an ambient temperature that is suitable for office equipment.
- Before cleaning the devices, remove the cable connection with the computer. Clean the devices and other compo-
nents with a damp cloth. Do not use any solvents, corrosives or gaseous detergents.

Position and operate these devices only on a stable, even and vibration-free surface.

Allow a clearance of at least 19.7” from sources of high-frequency and magnetic interference (TV, mobile telephone, infrared devices, loudspeaker cabinets, etc), in order to avoid malfunctions and loss of data. The clearance between the transmitter and the charging/slave station should be greater than 19.7”.

When connecting additional or other components the EMC (electromagnetic compatibility) directives must be adhered to. Do not operate the mouse when it is in the charger. The devices are not intended for use in a heavy industry environment.

Medical studies have shown that certain physical ailments and injuries are linked to prolonged and repetitive movements in an unsuitable working environment and to bad working habits. Take frequent breaks when using a computer. If you experience pain, numbness or tingling in your arms, wrists, hands or fingers, consult a medical doctor.

Remove the power plug of your computer from the mains and contact customer service:

- if the connections are grazed or damaged;
- if liquid has entered the device housing;
- if a device does not operate correctly;
- if a device is dropped or the housing damaged.

This set has been tested and meets the European directives for radio systems and telecommunications technical equipment (R&TTE 1999/5/EC).
FCC Compliance Statement
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment. Shielded interface cables, if any, must be used in order to comply with the emission limits.
Please check that these contents are complete and notify us within 14 days of purchase, if any item is missing. The product you have purchased contains:

- Wireless receiver with cable set (2 x PS/2 connectors)
- Wireless keyboard
- Wireless mouse
- 4 AA batteries
- Installation and application software
- This user manual

**TECHNICAL DATA**

<table>
<thead>
<tr>
<th>Radio mouse</th>
<th>5 keys with control wheel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keyboard</td>
<td>123 keys</td>
</tr>
<tr>
<td>Connections</td>
<td>2 x PS/2 connectors</td>
</tr>
<tr>
<td><strong>Battery operated mouse</strong></td>
<td>2 x AA, 1.5 V batteries</td>
</tr>
<tr>
<td><strong>Battery operated keyboard</strong></td>
<td>2 x AA, 1.5 V batteries</td>
</tr>
<tr>
<td><strong>Standard compliance</strong></td>
<td>FCC, CE (R&amp;TTE 1999/5/EC)</td>
</tr>
</tbody>
</table>
## System Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer</td>
<td>PC/AT-compatible computer</td>
</tr>
<tr>
<td>Processor power</td>
<td>Pentium 100 MHz or higher</td>
</tr>
<tr>
<td>Operating system</td>
<td>Windows® 98SE/ME/2000/XP</td>
</tr>
<tr>
<td>RAM</td>
<td>16 MB, 32 MB or more recommended</td>
</tr>
<tr>
<td>Hard disk drive</td>
<td>min. 10 MB free space</td>
</tr>
<tr>
<td>Installation</td>
<td>CD-ROM drive</td>
</tr>
<tr>
<td>Connections</td>
<td>2 PS/2-port</td>
</tr>
</tbody>
</table>
Setting Up

Controls

1 Status LED mouse
2 Mouse wheel and button
3 Left mouse button
4 Left extra button
5 Right mouse button
6 Right extra button
7 Mouse frequency adjustment
8 Mouse battery compartment
9 Receiver frequency adjustment
10 Status LED receiver
11 Channel setting keyboard
12 Keyboard frequency adjustment
**INSERT BATTERIES IN THE KEYBOARD**

1. Turn the keyboard upside down.
2. Remove the battery compartment cover by pushing down on the cover and pulling it in the direction of the arrow.
3. Insert the 2 AA batteries supplied in the battery compartment of the keyboard. Ensure that the battery poles correspond to the “+” and “-” markings.
4. Slide the cover back on until it locks into place.

⚠️ If the LED on the keyboard is blinking, it means that the batteries are empty. Replace the batteries and tune, if necessary, the units by pressing the automatic frequency adjustment.

**INSERT BATTERIES IN THE CORDLESS MOUSE**

1. Turn the mouse upside down and remove the battery compartment cover by pushing your fingernail into the recess and carefully pushing the cover upwards.
2. Insert the 2 AA batteries supplied in the battery compartment of the mouse. Ensure that the battery poles correspond to the “+” and “-” markings.
3. Slide the battery compartment cover back on until it locks into place.

**BATTERY STATUS**

If the status LED of the mouse ⚠️ is blinking red, it means that the batteries are empty. Replace the batteries and tune, if necessary, the units by pressing the automatic frequency adjustment.

If the status LED of the keyboard located near the number pad is lit, it means that the batteries are empty. Replace the batteries and tune units, if necessary; by pressing the automatic frequency adjustment.
**BATTERY DISPOSAL**

➤ **Important:** Batteries are special waste and must be properly disposed of. Replace batteries only with batteries of the same or an equivalent type.

**TUNING**

1. First press the receiver frequency adjustment button (9). The status LED (10) will start blinking.
2. Now press the mouse frequency adjustment button (7).
3. Press the keyboard frequency adjustment button (12).
4. The status LED (10) will blink for few seconds quickly and than light permanently.
5. Now your devices are tuned and ready for use.
INSTALLING THE RECEIVER

1. Please refer to the notes in the "Safety and maintenance" section.

2. Switch the computer and all the attached peripherals off (monitor, printer, external modem, etc.) and disconnect from the power outlet.

3. Position the computer with its rear towards you so that it is comfortable and safe to operate.

4. Insert the green PS/2 plug in the corresponding PS/2 socket of your PC. Do the same with the purple plug. If your PC corresponds to the PC’98 directives, then the socket will have the same colour-coding.

5. Now position the receiver, the keyboard and the mouse at your workplace so that they are comfortable to use (minimum distance between charging/slave station and transmitter of 19.7”).

6. Reconnect all peripheral devices.

7. Now restore the power to your computer and then switch on all the required peripheral devices once again.

8. Start the PC. The charging/slave station initializes.

9. Press the automatic frequency adjustment (9) in order to tune the units to one another.

10. Turn the mouse and the keyboard over and press the frequency adjustment (7, 12) with a sharp object (ball-point pen tip, etc.).

11. The tuning is now complete. Turn the mouse and keyboard back over.
INSTALLING THE SOFTWARE

The following installation instructions are applicable to the Windows® operating system in 98SE/ME/2000/XP. Basically the installation is the same with all of these operating systems. The differences are only marginal and depend on the current configuration. Here are some hints in order to complete the installation successfully.

Have ready the Installation-CD, also have ready the Installation-CD of your computer’s operating system, in case you need it. If you use Windows® 2000 or XP, login with administrator rights in order to make the installation execution effective.

During the installation procedure important files can be changed or even deleted. To avoid problems in using older files after installation, make sure to backup your hard disk and important files.

Note: If your operating system is configured so that the installation procedure accepts only signed drivers and software (the default) this information screen will appear:

Although the software lacks the digital signature it may still work properly. Click on “Tell me why this testing is important” to get detailed information. Confirm by clicking on “Continue Anyway”.
Under **Windows® 98SE / ME** and **Windows® 2000/XP** you need a driver in order to use or adjust the special functions.

1. Wait until Windows® has fully loaded.
2. Then insert the installation CD in your CD-ROM drive.
3. Follow the instructions on the screen.
4. Restart your PC.

Once installation is complete, double-click “Mouse” in your Windows Control Panel to configure the mouse to your needs.

**Note:** If the CD automatic start does not work, it is likely that the **CD Autorun** function has been deactivated. Read the respective chapter in Windows Help on how to activate this function. What follows is an example of a manual installation without the **CD Autorun** function:

1. Click on **Start** and select the item (Or hit + R to launch the corresponding dialog).
2. Now enter the letter of the CD-ROM drive followed by a colon and the program name setup:

```
    e:setup
```

3. Click on “OK” and follow the instructions given by the setup program.

**UNINSTALLING THE DRIVER SOFTWARE**

In order to remove the device driver from your PC, use “Add or Remove Programs” in your Windows Control Panel.
OPERATING THE COMPONENTS

MOUSE WHEEL

1. To scroll, move the wheel.
1. To use the wheel as a button, click as shown in the graphic below.

You can configure the mouse by double-clicking the symbol in the taskbar.

THE KEYBOARD

On the base of the keyboard are two folding feet that let you adjust the angle of the keyboard.
THE QWERTY KEYBOARD

The QWERTY keyboard consists of keys with numeric, alphanumeric and special characters. The keyboard layout is generally the same as that of a typewriter, with some additional keys added for specific computer functions.

THE RETURN KEY

The **RETURN** (or **ENTER**) key is identified by an arrow pointing to the left. Press **ENTER** to confirm preset or manually entered commands. In application programs, such as a word processing program, **ENTER** moves the cursor to the start of the next line. The **ENTER** key in the number pad has the same function as the **RETURN** key.
THE SHIFT AND CAPS-LOCK KEYS

There are two **SHIFT** keys, which are identified by a wide arrow pointing upward. When the **SHIFT** key is pressed, letters entered are shown as capitals. For other keys the characters shown in the top section of the key will be displayed.

When the **CAPS-LOCK** key is held down it has the same effect as the **SHIFT** key being held down continuously.

The **CAPS-LOCK** function is deactivated by pressing the **SHIFT** key (depending on Operating system).
**SPACE, TAB AND BACKSPACE KEYS**

The **BACKSPACE** key is identified by a thin arrow pointing left. When it is pressed the character to the left of the cursor is deleted.

If there are any characters to the right of the cursor, then these are moved one space to the left with the cursor.

The **SPACEBAR** is the long, unmarked key on the bottom row of the keyboard.

Press it to create a space between characters.

Two opposing arrows identify the Tab key, one on top of the other. In word processing **TAB** normally moves the cursor a certain distance to the right or, when the shift key is pressed simultaneously, to the left.

The **TAB** function may, however, vary according to the program used.
The left Alt key performs certain functions in conjunction with other keys. The application program determines these functions. In order to enter a combination of keys that include the Alt key, hold the Alt key down while pressing the other key. The right Alt key operates in a similar way but selects certain special characters. The Ctrl key, like the Alt key, carries out program functions.

Useful key combinations (software-dependent):

<table>
<thead>
<tr>
<th>Key Combination</th>
<th>Function and Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alt + F4</td>
<td>As a rule ends the program selected or closes the window opened.</td>
</tr>
<tr>
<td>Alt + Print screen</td>
<td>Copies the image of the window currently active to the clipboard.</td>
</tr>
<tr>
<td>Shift + 2</td>
<td>Generates the @ character required for e-mails (pronounced: at).</td>
</tr>
</tbody>
</table>
CURSOR CONTROL KEYS

The four directional keys, also known as arrow keys, are responsible for controlling the cursor on the screen. The cursor moves in the direction shown on the key.

The Home key moves the cursor to the start of a line and the End key to the end of the line.

The Page Down and Page Up keys scroll one page on in the corresponding direction.

The functions described are dependent upon the application program and may differ from program to program. In combination with the control key (Ctrl) the cursor control keys may offer additional functions.

The Insert key changes the keyboard to the insert character mode. In insert mode the data are entered at the cursor position and all subsequent characters are shifted to the right. The insert mode remains active until the Insert key is pressed again.

The Delete key removes the character to the right of the cursor. All other characters to the right of the cursor shift one space to the left.

The Escape (ESC) is used to leave a program or program-specific menu. Its precise function is dependent upon the software used.
The **Number and Cursor Pad**

The number pad is used for rapid input of figures and numerical operations. The number pad is not designed for numerical touch-typing. Pressing the **NUM LOCK** key activates the number pad, otherwise then the cursor pad is active and the key functions are the same as for the control pad.

The **Print Screen** key allows a printout (hardcopy) of the screen content on a printer (where connected). This does not apply, however, to all characters, and no graphics are output to the printer. In addition, this key only works under MS-DOS with the corresponding setting. Under Windows, the screen is copied as a graphic to the clipboard.

The **Break** key allows data output on-screen to be halted and restarted by the operation of any other key. This is used in the MS-DOS operating system if you wish to output text from the screen that is longer than one screen page. If the **Break** key is operated when the **Ctrl** key is pressed, then commands or programs currently being executed, such as screen output, will be interrupted.

The **Scroll** lock key has no function in the MS-DOS operating system. Some Windows software uses this key to freeze the cursor at a certain position. If the key is pressed once, then
the Scroll lock function is activated. The function is switched off by pressing the key again.

**THE FUNCTION AND WINDOWS KEYS**

The F1 to F12 keys in the top row of the keyboard are known as *Function keys*. The function keys have no generally applicable function and are assigned differently by each piece of software. Instructions on the assignment of these keys will be found in the manuals of the respective software programs. Help is usually called up via the F1 key.

The left and right Windows keys (with the Windows banner) are used to call up the Windows opening menu.

**Tip:** Press this key simultaneously with the E key to start *Windows Explorer*; pressing simultaneously with the Pause key calls up the *Device Manager* or *System Properties*.

The Applications key corresponds to clicking the right mouse button. In Windows, for example, this key opens the context menu for the work area.
These keys have **special functions** which can usually only be supported if the corresponding program has been installed and activated. With this program the functions are freely programmable.
FEATURES OF THE SPECIAL KEYS
Correct operation of the special keys is dependent upon a number of factors:

**Operating system / Configuration**

The special keys call up certain functions of the operating system. Unfortunately, these are not standardized meaning that, for example, a call under Windows®98SE will have a different result from one under Windows®2000. This is particularly noticeable in the media player, control keys and sleep functions amongst others. So, for example, the control keys in a number of operating systems / configurations only operate if the media player has started, and in other operating systems / configurations only if it has not been started. Please check this in your system, as it is impossible to give uniformly applicable instructions. Windows®98SE does not generally support the powering-down of the PC and placing it in standby mode.

**Motherboard / BIOS**

Operation of the Sleep, Wake and Off special keys requires a motherboard and a BIOS with full ATX-support. If these are not available the keys cannot work correctly, if at all.

**Installed Software and Drivers**

Certain drivers or software can prevent the PC being placed in sleep or standby mode. You can usually find more details on this point in the NOHIBER.TXT file located in the Windows directory.
CUSTOMER SERVICE

WHAT TO DO IN THE EVENT OF MALFUNCTION

Malfunctions can sometimes have very trivial causes, but at times can also be of quite a complex nature and call for an in-depth analysis.

BASIC HINTS

- The regular running of the Windows® programs “De-frag” and “Scandisk” can remove sources of error and raise system performance.

ERROR HANDLING AND TIPS

Start with a careful visual check of all cable links. If the LCD’s are not working, make sure that the power is reaching the computer and all peripherals.

- Switch the computer off and check all cable connections, you may have connected the mouse and the keyboard the wrong way around. Once you have ascertained that the power supply is not at fault and all connections are intact, switch on the computer again.

- Check that the PS/2 ports are active and correctly configured and that there are no resource conflicts with other devices. Please refer to your PC user manual on this point.

- Have the batteries been inserted incorrectly or are they spent? Check the polarity (+/-) and exchange them for new ones as necessary.

- If you are working on a metal surface, use a screening base. Position the charging/slave station in such a way that a good radio connection is ensured (minimum distance between master and charging/slave station approx. 19.7”).
Communications problems: If a number of radio devices interfere with each other when in operation, you can change the channels of the devices. However, the mouse and the keyboard must have the same channels. The receiver recognizes the channel automatically. Then you must reinstall the receiver (see page 10).

The key **Standby** can usually only be used if the driver (Windows® 98SE/2000) has been loaded and the PC system (ATX) supports them. See also page 23. Has APM or ACPI been disabled in the BIOS? Please refer to your PC user manual. Have the power options under Windows® been correctly set? You can check this in “Power Options” in the Windows Control Panel.

If the disk drive keys do not work, try starting the Media player first by pressing the Media key.

If the audio CD plays but nothing can be heard, this may be due to a number of causes:

- The volume for CD playback may be set too low. Double-click the loudspeaker symbol in the taskbar in order to start the mixer and check the volume setting for CD audio.

- Insert the CD in another CD drive, if you have more than one drive installed.

- The drive in which the Audio CD has been inserted, is not linked internally with the sound card (possibly the motherboard). Follow the instructions on your PC and check this connection.

The Windows calculator cannot be started. The program may have been uninstalled. Reinstall the program.
**TECHNICAL SUPPORT**

This program has been extensively and successfully tested in our test laboratory with a number of different devices. It is nevertheless quite normal for the drivers to be updated from time to time. This means, therefore, that problems of compatibility with other, as yet untested, components (programs, devices) may arise. Driver updates and the most up-to-date information on this product can be found at the following Internet address:

🌐 Internet: www.medion.com

**IF YOU NEED FURTHER HELP ......**

If the suggestions in the above sections have not helped to solve your problem, please contact us. It will help us to help you if you can have the following information available:

- What is your computer configuration?
- What additional peripherals are you using?
- What messages are appearing on the screen?
- What software was running when the fault occurred?
- What steps have you already taken to solve the problem?
- If you already have a customer number, please state this.
MEDION warrants to our customers that this product is free from defects in materials and workmanship as follows: for a period of one (1) year from the date of original purchase, defective parts or a defective product returned to a MEDION repair facility or a MEDION Authorized Service Facility ("ASF") for such product, as applicable, and proven to be defective upon inspection, will be exchanged for new or comparable rebuilt parts, or a refurbished product, as determined by the MEDION repair facility or the ASF.

Limited warranty repair or replacement shall not extend the original limited warranty period of the defective product. This limited warranty does not cover any supplies or accessories, including but not limited to: software, blank media, user-installed drives, etc.

EXCLUSIONS: this limited warranty does not apply, and you will have no remedy hereunder with respect to (a) products that have been modified, opened, repaired or otherwise altered, except by MEDION or an ASF, (b) products that have been damaged or destroyed after delivery to the customer, (c) any third party software, interfaces, parts, supplies, peripherals or other products or any defects resulting from use of the product in connection with such third party products, (d) defects resulting from improper or inadequate maintenance, calibration or site preparation, (e) defects resulting from any misuse, abuse, accident, neglect, negligence or any use other than in accordance with the handling or operating instructions provided by MEDION, (f) defects resulting from exposure to unusual physical or electrical stress or from any operation other than in accordance with the published environmental specifications for the product.

TO THE EXTENT ALLOWED UNDER APPLICABLE LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND MEDION SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NO IMPLIED WARRANTY APPLIES TO THE PRODUCT AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE. Some countries, states or provinces do not allow exclusions or limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This limited warranty gives you specific legal rights and you might also have other rights that vary from country to country, state to state, or province to province.

MEDION’s limited warranty is valid in any country or locality where MEDION has a support presence for this product and where MEDION has marketed this product. The level of warranty service you receive may vary according to local standards. MEDION will not alter form, fit or function of the product to make it operate in a country for which it was never intended to function.
TO THE EXTENT ALLOWED UNDER APPLICABLE LAW, THE REMEDIES IN THIS LIMITED WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL MEDION OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. IN NO EVENT SHALL RECOVERY OF ANY KIND AGAINST MEDION BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY MEDION WHICH CAUSED THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, YOU ASSUME ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO YOU AND YOUR PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF USE OR MISUSE OF, OR INABILITY TO USE THE PRODUCT NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF MEDION. Some countries, states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

THE WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT AS LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

Please note the following:

Be sure to keep your purchase receipt in a safe place. MEDION, at its option, may require a copy of the receipt to validate the warranty period effective date (i.e. date of purchase). Warranty liability only applies to material or factory faults. It does not apply to damage due to breakage, for example, a crack in the housing. Our service includes unit exchange or send-in repair:

Unit Exchange
In locations where Unit Exchange is available, MEDION will send you a replacement unit. You must return the defective unit to MEDION (using the shipping carton that the new one came in.)

Send-In Repairs
In locations where Send-In Repair Service is available, repair service can be obtained by shipping your unit to the MEDION Repair Center. The unit will be repaired and returned to you.

For either Unit Exchange or Send-In Repairs, you must have an authorized RMA number from Medion support before shipping your defective product.

Replacement products may be either new or equivalent in performance to new. MEDION replacement or repaired products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Out-of-Warranty Support
In addition to providing free technical support during the warranty period, MEDION is also available to support your product after the warranty period has ended. This out-of-warranty support will be provided on a fee basis.