

OPERATING INSTRUCTIONS AND INFORMATION ON THE DEVICE

In the following, we explain how to maintain the longevity of your product, including care instructions, tips for regular maintenance and internal and external cleaning. To learn how to open your device, please refer to our YouTube channel or to the respective service manual in our download portal at www.download.schenker-tech.de. Further below, we will also provide an overview of device-specific and component-specific features. If you have any further questions on these topics, please do not hesitate to contact our customer support.

13. Care instructions

Please observe the following information.

13.1. To ensure a long service life, to prevent damage and to avoid risking your statutory rights in the event of defects or warranty claims, please make sure that the product is used in accordance with the operating and installation instructions or the manual.

13.2. Avoid any violent impact or mechanical changes to physical surfaces. Operate the device only on solid and level surfaces.

13.3. Do not expose the device to damp areas, dusty environments, or vibrations. Make sure that there is ventilated space on all sides of the product for cooling and that fans or ventilation slots are not covered.

13.4. The permissible ambient temperature to operate the device is between 5 and 35 °C. Avoid internal and external exposure to liquids, chemicals, and other substances, flooding, excessive heat or cold, inadequate ventilation, surges, radiation, electrostatic discharge (including lightning) and other external forces or influences.

13.5. Avoid using the product with external components, accessories, and other additional devices that are incompatible with Schenker Tech's product.

13.6. To prevent display damage, we recommend always using the enclosed protective cloth when closing the laptop.

14. Cleaning and maintenance

14.1. The necessity and frequency of cleaning the product depends on the type of use, the duration of use and the intensity of use. As a general rule, it is recommended to keep the device free of grease, dust, and nicotine at all times. Clean the product only when it is switched off, cool, and disconnected from the mains.

14.2. The product is equipped with a modern high-quality display. For maintenance, we recommend regular cleaning with a clean, damp – never wet – microfiber cloth. Under no circumstances should liquid get between the display and the display frame or into the housing.

possible that, despite the highest quality standards, individual cells do not function perfectly and are permanently switched on or off. The result is constantly on or constantly black pixels on the display.

15.1.2. The ISO standard 9241-307 defines quality classes in this respect and thus ensures transparency with regard to warranty and guarantee claims of end customers, dealers, and wholesalers against manufacturers. By committing to an ISO fault class, manufacturers of monitors undertake to comply with the respective standard in series production. The pixel fault classes are based – as explained in the table below – on the number of defective pixels and the specific fault type. The number of defective pixels is defined per one million pixels. The following three defect types are distinguished:

- › **Type 1: hot pixel (always on, meaning white)**
- › **Type 2: dead pixel (always off, meaning black)**
- › **Type 3: defective sub-pixel either always on (red, green, blue) or always off (black)**

The fault classes according to ISO are defined as follows:

Fault classes	Type 1 Max. number	Type 2 Max. number	Type 3 Max. number
I	1	1	2-5
II	2	2	5-10
III	5	15	50
IV	50	150	500

15.1.3. All notebooks sold by Schenker Tech are Class II unless specified otherwise.

15.1.4. Software or driver conflicts as well as thermal problems (overheating of the image-generating hardware, overclocking or poor ventilation) may also lead to defective pixels. Defective pixels within the maximum permissible range do not constitute a fault in the sense of warranty or guarantee. If there are more than the maximum permissible defective pixels on your display, please contact us by e-mail, submitting a picture and details of the number and type of defective pixels.

15.2. Backlight bleeding

15.2.1. What is backlight bleeding?
Backlight bleeding is the term used to describe bright halos or bright areas on the monitor that are primarily visible when viewing dark content, such as in games or films. The halos usually occur at the edge of the display and are caused by the different arrangement of liquid crystals in the display, which allow varying amounts of light to pass through.

15.2.2. Why does backlight bleeding occur?
IPS displays consist of several layers that are precisely superimposed at different angles. Even minimal deviations in the layering can trigger a slight pressure inside the display that shifts the liquid crystals slightly. This allows more light to pass through in some places than in others. The resulting halos are called bleeding.

15.2.3. What can I do to against backlight bleeding?
Unfortunately, there is nothing to be done about this phenomenon. Even changing the display will not solve the problem of backlight bleeding. Returning the device is therefore unnecessary in most of the cases. Schenker Tech sets high quality standards in the production of its products, which keep the effects for the user as low as possible. For technical reasons,

14.3. Ventilation/cooling

14.3.1. The high-performance systems by Schenker Tech require regular maintenance in the area of the cooling system, as dust may deposit and accumulate, depending on how the device is used. We recommend basic cleaning every four months. Proper opening of the bottom shell does not result in any loss of rights in the event of defects or loss of warranty. Dismantling of housing parts and cooling elements that goes beyond opening the bottom shell must be conducted only by Schenker Tech customer support or authorized third parties.

14.3.2. To clean the fans and radiators, we recommend using compressed air spray. In particular, dust from the inside of the cooling fins (the side facing the fan) should be removed. Please block the rotors of the fans carefully with a finger to avoid over-tensioning and damage to bearings or components. It is recommended that you first use a brush or cotton swab to loosen dirt that is more firmly bonded.

14.4. Rechargeable battery

14.4.1. Please follow the manufacturer's instructions for operating and charging the battery. Do not expose it to external heat. In order to achieve the best possible service life, we recommend that you do not allow the battery to run down to 0 percent too often. Connect a power supply unit (or shut down the laptop) at the latest when the operating system shows the clear warning at 7 percent capacity.

14.4.2. To enable you to use the power socket permanently, many devices provide the BIOS setting "FlexiCharger", where you can limit the maximum charge level to e.g., 80 percent if you use your laptop stationary as a desktop replacement. If the BIOS does not offer the option, we have built in an analogue setting in our Control Centre for many devices., where you can set the "stationary mode".

14.4.3. Use either the power supply unit supplied by Schenker Tech or a replacement power supply unit purchased from us for charging. Meanwhile, some devices can also be charged via USB-C. Please refer to the technical data of the laptop to find out whether your device has the Power Delivery function and which voltage you require for charging. For more information about that, please refer to the FAQ section at www.schenker-tech.de/faq.

15. Device-specific and component-specific properties

15.1. Defective pixels

15.1.1. Defective pixels occur in LCD screens due to technology and production and cannot be entirely avoided. A Full HD display with a resolution of 1920x1080 pixels, e.g., consists of 2.07 million individual screen cells controlled by tiny transistors; an Ultra HD display with a resolution of 3840x2160 pixels has 8.29 million. Given such a gigantic number, it is

however, it is impossible to exclude backlight bleeding entirely. It is often observed that this diminishes in the first few months after the laptop was produced.

15.3. Coil whine

15.3.1. What is coil whine?
Technically speaking, coil whine refers to an unwanted noise produced by an electronic component that vibrates when current flows through an electrical conductor or circuit. That can manifest itself as high-frequency beeping, but also as low-frequency crackling or buzzing. All these electromagnetically induced acoustic phenomena are summarized in the text below as "coil whine".

15.3.2. Why does coil whine occur?
Just about everything connected to a power source can produce a certain degree of vibration. That is usually caused by electric current flowing through a power-regulating component such as a transformer and its electrical wiring vibrating at a variable frequency. That happens in almost all electrical devices, usually at a frequency and volume that is inaudible to humans.

15.3.3. What can I do against coil whine?
Unfortunately, there is nothing you can do about coil whine. It is a physical property of the device. For technical reasons, it is impossible to eliminate it entirely.

Especially in the graphics board sector, the problem has increased in recent years. Graphics boards have become hungrier for energy and require increasingly complex circuits to supply them with the correct voltages and currents even during peak loads. That increased demand for assembly parts is in conflict with a global shortage of MLCC capacitors, which has been keeping the industry on its toes since around 2018 (keyword: MLCC shortage). The bottleneck has hardly improved in the last years, it has rather become worse. In the development of PCB layouts, manufacturers are therefore striving to minimize the demand for MLCC per PCB, which means that the manufacturers lose some leeway that could be used to minimize coil whining by sharing the load.

Some purpose-related surveys we conducted among customers in recent years have shown that coil whine often decreases with the device's lifetime – especially if it was noticeably loud at the beginning of the device's lifetime. The reduction of the volume of the electroacoustic noise cannot be guaranteed – especially since different people subjectively perceive things differently. But it does at least offer the prospect that coil whine experienced at the beginning may subside over time (the same applies to backlight bleeding, by the way, which usually subsides after a few weeks and months).

If your device shows distinct coil whine, then there is formally nothing to worry about at first. The noise is a by-product of the normal operation of your laptop or desktop PC. Coil whine will not cause your system to lose performance or affect the longevity of the product.

CONTACT

For all warranty and service questions regarding our products, please contact our customer support, indicating your customer data from the invoice:

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Our customer support is available from Monday to Friday between 08:00 and 18:00 (CET).

OVERVIEW OF WARRANTY AND UPGRADE SERVICE PACKAGES

Table 1:

	24 months warranty	36 months warranty
Duration/term	24 months from date of delivery ¹⁾	36 months from date of delivery ¹⁾
Cost	Free of charge	Against a fee
Valid (place)	Worldwide	
Entitlement	Device-related / transferrable; date of purchase and delivery must be demonstrated	
Advance replacement	All countries of the European Union (except Malta and Cyprus)	
Pick Up & Return Service		
Bring-in & Return Service	All countries outside the European Union (including Malta and Cyprus)	
Service level 48h quick repair ²⁾ (in-house; Mon - Fri)	Basic: 6 months Premium ³⁾: 12 months Platinum ³⁾: 24 months	Basic: 6 months Premium ³⁾: 18 months Platinum ³⁾: 36 months
	Note: Upgrade to Premium and Platinum service levels for an additional fee. After expiry approx. 14 working days processing time (applies only to Pick-up & Return Service).	

¹⁾ Exception: 12 months on rechargeable battery as wear part (capacity less than 80%)

²⁾ The service level 48h quick repair is only available for our laptops.

³⁾ Upgrades to Premium or Platinum can be purchased up to 180 days after the delivery date of a SCHENKER and XMG product. If the purchase was made through an authorized dealer rather than bestware.com, a copy of the purchase invoice must be provided.

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We are pleased that you have decided on a modern, reliable product from Schenker Technologies and hope you enjoy using it. Even after the purchase, we would like to support you with a comprehensive personal service for everything to do with our product.

WARRANTY CARD

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TECHNOLOGIES



