INSTRUCTION MANUAL
THE XBOX VIDEO GAME SYSTEM

You can play Xbox games and audio CDs with the Xbox video game system from Microsoft. Make sure you have received all of the following components of the Xbox video game system in this package:

- Xbox console
- Xbox Controller
- Xbox Standard AV Cable
- SCART adapter
- One power cable appropriate for your region
- Instruction Manual and other printed materials

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http://www.xbox.com
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The following symbols are used on labels on the Xbox video game system from Microsoft:

![Warning Symbol]

This symbol is intended to alert the user to the presence of important safety, operating and maintenance instructions in the literature accompanying the console.

![Dangerous Voltage Symbol]

This symbol is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

http://www.xbox.com
This manual contains important information about how to safely and properly set up, use and care for the Xbox video game system.

**WARNING**

Failure to properly set up, use and care for the Xbox video game system may increase the risk of electric shock or fire. It may also increase the risk of the Xbox console falling and possibly hitting someone. To reduce the risk of serious injury or death, or damage to the Xbox video game system:

- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.

**Do not push or insert anything into ventilation openings.**

Voltage is present within the Xbox video game system when the console is connected to power, whether it is turned on or off. To eliminate all voltage to the Xbox console, first turn off the Xbox console, and then disconnect the power cable from the power outlet.

- Take precautions to keep children from putting anything, especially metal objects, inside the Xbox console.
- Do not insert objects into ventilation openings when cleaning the Xbox console.

**Take Precautions to Keep the Xbox Console from Falling**

If the Xbox console falls and hits someone, especially a small child, it may cause serious injury. To reduce the risk of such injuries or damage to the Xbox console, properly set up and use the Xbox video game system according to the instructions in Selecting a Location for the Xbox Console on page 7 and in Inline Release on page 9.

**Stay Away from Dangerous Voltage Inside the Xbox Console**

Contact with energised parts inside the Xbox console may cause serious injury or death from electric shock. It may also lead to fire and/or damage to the Xbox console.

**Do not take the Xbox console apart.**

Do not attempt to service or repair the Xbox console yourself. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as:

- Power-supply cable or plug is damaged.
- Liquid has been spilled or objects have fallen into the apparatus.
- The apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

Do not attempt to modify the Xbox console in any way.
IMPORTANT SAFETY INFORMATION

General Electrical Precautions
As with many other electrical devices, failure to take the following precautions may result in serious injury or death from electric shock or fire, or damage to the Xbox video game system.

Avoid damaging the power cable.
• Protect the power cable from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
• Do not jerk, knot, sharply bend or otherwise abuse the power cable.
• Do not expose the power cable to sources of heat.
• Keep children and pets away from the power cable and do not allow them to bite or chew on it.
• When disconnecting the power cable from the Xbox console or a power outlet, pull on the plug—do not pull on the cable.

If the power cable becomes damaged in any way, stop using it immediately and call the Microsoft Xbox Customer Support number on page 17.

Do not overload an extension lead, wall outlet or other type of receptacle.
The Xbox video game system can consume up to 100 watts. Do not exceed the stated ratings of cables or receptacles.

Use the type of power source indicated on the Xbox console.
If you are not sure of the type of power supply to your home, consult a qualified electrician.

Do not expose the Xbox video game system to liquids or moisture.
• Do not use this apparatus near water (for example, sinks, baths, tubs, pools) or expose it to rain, moisture, or dripping or splashing liquids.

Clean the outside of the Xbox console properly.
Clean only with a dry cloth. For more information, see Cleaning the Xbox Video Game System on page 15.

Unplug this apparatus during lightning storms or when unused for long periods of time.
Also, do not leave the Xbox video game system unattended with the power on for extended periods.

Use only attachments/peripherals specified by the manufacturer.

Prevent the Xbox Console from Overheating
Do not block any ventilation openings. Install in accordance with the manufacturer’s instructions. For more information, see Selecting a Location for the Xbox Console on page 7.
Do not install near any heat sources such as radiators, heating grates, stoves or other apparatus (including amplifiers) that produce heat.

http://www.xbox.com
About Photosensitive Seizures

A very small percentage of people may experience a seizure when exposed to certain visual images, including flashing lights or patterns that may appear in video games. Even people who have no history of seizures or epilepsy may have an undiagnosed condition that can cause these "photosensitive epileptic seizures" while watching video games.

These seizures may have a variety of symptoms, including lightheadedness, altered vision, eye or face twitching, jerking or shaking of arms or legs, disorientation, confusion or momentary loss of awareness. Seizures may also cause loss of consciousness or convulsions that can lead to injury from falling down or striking nearby objects.

Immediately stop playing and consult a doctor if you experience any of these symptoms. Parents should watch for or ask their children about the above symptoms—children and teenagers are more likely than adults to experience these seizures.

The risk of photosensitive epileptic seizures may be reduced by taking the following precautions:

- Sit farther from the television screen
- Use a smaller television screen
- Play in a well-lit room
- Do not play when you are drowsy or fatigued

If you or any of your relatives have a history of seizures or epilepsy, consult a doctor before playing.

About Musculoskeletal Disorders

Use of game controllers, keyboards, mice or other electronic input devices may be linked to serious injuries or disorders.

When playing video games, as with many activities, you may experience occasional discomfort in your hands, arms, shoulders, neck or other parts of your body. However, if you experience symptoms such as persistent or recurring discomfort, pain, throbbing, aching, tingling, numbness, burning sensation or stiffness, DO NOT IGNORE THESE WARNING SIGNS. PROMPTLY SEE A QUALIFIED HEALTH PROFESSIONAL, even if symptoms occur when you are not playing a video game. Symptoms such as these can be associated with painful and sometimes permanently disabling injuries or disorders of the nerves, muscles, tendons, blood vessels and other parts of the body. These musculoskeletal disorders (MSDs) include carpal tunnel syndrome, tendonitis, tenosynovitis, vibration syndromes and other conditions.

While researchers are not yet able to answer many questions about MSDs, there is general agreement that many factors may be linked to their occurrence, including medical and physical conditions, stress and how one copes with it, overall health, and how a person positions and uses their body during work and other activities (including playing a video game). Some studies suggest that the amount of time a person performs an activity may also be a factor.

Some guidelines that may help you work and play more comfortably and possibly reduce your risk of experiencing an MSD may be found in the Healthy Gaming Guide (available at http://www.xbox.com). These guidelines address topics such as:

- Positioning yourself to use comfortable, not awkward, postures.
- Keeping your hands, fingers and other body parts relaxed.
- Taking breaks.
- Developing a healthy lifestyle.

If you have questions about how your own lifestyle, activities, or medical or physical condition may be related to MSDs, see a qualified health professional.

http://www.xbox.com
Select a Safe Location
When selecting a location for the Xbox video game system, consider the following topics and the Important Safety Information on page 4.

Prevent the Xbox Console from Falling
If the Xbox console falls and hits someone, especially a small child, it may cause serious injury. To reduce the risk of such injuries and damage to the Xbox console, place the Xbox console on a surface that:
- is flat and level.
- is stable and not likely to tip over.
- allows all four feet of the Xbox console to be in contact with the surface.
- is clean and free of dust or debris.
- is not likely to allow the Xbox console to slip or slide off.

Take Precautions with Cables and Leads
Arrange all cables and leads so that people and pets are not likely to trip over or accidentally pull on them as they move around or walk through the area.

When the Xbox console is not in use, you may need to disconnect all cables and leads in the front and rear of the Xbox console to prevent children from pulling on them. Do not allow children to play with cables or leads.

Prevent the Xbox Console from Overheating
Do not block any ventilation openings. Do not place the Xbox console on a bed, settee or other soft surface that may block ventilation openings.

Do not place the Xbox console in a confined space, such as a bookcase, rack or stereo cabinet, unless the space is well ventilated.

Do not install the Xbox console near any heat sources, such as radiators, heating grates, stoves or other devices (including amplifiers) that produce heat.

Avoiding Damage to Your Television or Other AV Equipment
Do not use with certain televisions. Some televisions, especially front- or rear-projection types, may be damaged if any video games, including Xbox games, are played on them. Static images presented during the normal course of gameplay may "burn" into the screen, causing a permanent shadow of the static image to appear at all times, even when video games are not being played. Similar damage may occur from static images created when placing a video game on hold or pause. Consult your television owner’s manual to determine if video games can be played safely on your set. If you are unable to find this information in the owner’s manual, contact your television dealer or the manufacturer to determine if video games can be played safely on your set.

Before connecting or disconnecting any AV device (for example, television or VCR), make sure that the power to the Xbox console and to the AV device is turned off. This will reduce the risk of electrical damage to the equipment.

To avoid damage to AV equipment or to the Xbox console, do not touch AV cable terminals or the Xbox AV port with your fingers or allow metal parts to touch them.
Connecting to a TV

Connecting Using the Xbox Standard AV Cable
If your TV has composite video input, use the standard AV cable included with the Xbox video game system.

To connect to a TV or VCR
1. Connect the Xbox AV connector to the AV port on the Xbox console.
2. Connect the colour-coded connectors to the corresponding jack sockets on the TV or VCR: yellow to yellow (video), red to red (right audio), and white to white (left audio). Jacks may be on the front or back of the TV or VCR.

   Note: For monaural TVs or VCRs, which have only one audio jack socket, connect either the right or left audio connector to the audio jack.

3. If connecting to a VCR, do not change the existing connection between the VCR and TV. Select VCR for the TV/VCR setting of the VCR.
4. Select the appropriate video input on your TV. For more information, see No Picture under Troubleshooting on page 16.

You may not be able to connect to your TV or VCR using the standard AV cable. If you have antenna input, use the Xbox RF adapter.

Connecting Using the SCART Adapter
If your TV has SCART input, use the SCART adapter included with your Xbox video game system.

To connect using the SCART adapter
1. Connect the Xbox AV connector to the AV port on the Xbox console.
2. Connect the colour-coded connectors to the corresponding jack socket on the SCART adapter: yellow to yellow (video), red to red (right audio), and white to white (left audio).

   Note: For monaural TVs or VCRs, connect either the right or left audio connector to the audio jack socket.

3. Connect the SCART adapter to your TV.
4. Select the appropriate video input on your TV. For more information, see No Picture under Troubleshooting on page 16.
Connecting and Disconnecting Xbox Controllers

To connect an Xbox Controller, insert the Xbox Controller connector into any controller port on the front of the Xbox console.

To disconnect, unplug the Xbox Controller connector from the Xbox Controller port. When disconnecting, pull on the controller connector, not the cable or inline release.

Do not touch Xbox Controller lead terminals or the Xbox Controller ports with your fingers or allow metal parts to touch them. Doing so may damage the Xbox Controller or the Xbox console.

Using the Xbox Controller in Games

For information about using the Xbox Controller with a game, see your game manual.

Inline Release

Each Xbox Controller lead has an inline release. This is a safety feature designed to reduce the chance of the Xbox console falling if the lead is pulled. If the Xbox console falls and hits someone, especially a small child, it may cause serious injury. To reduce the risk of such injuries or of damage to the Xbox console, it is important to properly use the Xbox Controllers and the inline release.

Use the Xbox Controller connector, not the inline release, to routinely connect and disconnect the Xbox Controller. If an inline release disconnects, simply reconnect it by aligning the grooved indentations on the two parts of the inline release and pressing the two parts completely together. The Xbox Controller will not work unless the inline release is properly connected.

WARNING! Never tape, glue or otherwise prevent an inline release from pulling apart.

The inline release reduces, but does not eliminate, the risk of the Xbox console being pulled off its surface. To further reduce the risk:

- Do not allow anyone to pull on the Xbox Controllers or controller leads in a way that causes the Xbox console to move.
- Do not allow Xbox Controller leads to become crossed or tangled with one another.
- Read and follow the instructions in Selecting a Location for the Xbox Console on page 7.
Using Xbox Controller Expansion Slots

The Xbox Controller has two expansion slots which allow you to connect expansion devices to the Xbox Controller. For example, you can add portable storage to the Xbox video game system by connecting an Xbox Memory Unit (shown) (part number K02-00002, sold separately). For more information, see Xbox Peripherals on page 2 or the instruction manual for your Xbox expansion device.

TURNING ON THE XBOX CONSOLE

Plug the power cable into the Xbox console, and then fully insert the plug into the power outlet. See General Electrical Precautions on page 5 for more information.

Turn on the Xbox console by pressing the power button. The status indicator light will light up.

Turn off the Xbox console by pressing the power button. To eliminate all voltage inside the Xbox console, turn off the Xbox console, and then unplug the power cable from the power outlet.
The first time you turn on your Xbox video game system, please set the default language and the clock before playing a game or audio CD. Once these settings are specified, you don’t have to set them again if you leave the Xbox console connected to power.

To move the selection focus on the screen, press the directional pad of the Xbox Controller. To select, press A. To cancel, press B.

In addition to the initial language and clock settings, you can specify other settings for the Xbox video game system. To choose settings for your system, turn on the Xbox video game system without a disc in the disc tray.

**To choose audio or video settings**
1. Select Settings, and then select Audio or Video.
2. Select appropriate options for your system.

You can configure the Xbox console to automatically turn off if left unattended for six hours.

**To choose Auto Off**
1. Select Settings, and then select Auto Off.
2. Select Yes to let the Xbox console turn off automatically, or No (the default).
Playing Games

The Xbox video game system can play only game discs licensed by Microsoft for the Xbox video game system. Licensed games have this logo:

To start a game
1. Press the eject button to open the disc tray.
2. Place the Xbox game disc on the disc tray with the label facing up.
3. Press the eject button to close the disc tray. The game will play.

To switch to another game
1. Press the eject button to open the disc tray.
2. Remove the game disc.
3. Place a new Xbox game disc on the disc tray.
4. Press the eject button to close the disc tray. The new game will play.

To end a game
1. Press the eject button and the disc tray will open.
2. Remove the Xbox game disc.
3. Press the eject button again to close the disc tray.

Playing Music

The Xbox video game system can play audio CDs which have this logo:

To play audio CDs
1. Press the eject button to open the disc tray.
2. Place the audio CD on the disc tray with the label facing up.
3. Press the eject button to close the disc tray. The audio CD will play.

Playing DVD Movie Discs

To play DVD movies on the Xbox video game system, you need the Xbox DVD Movie Playback Kit (part number K01-00005, sold separately). For more information about playing DVD movies, see the Instruction Manual for the Xbox DVD Movie Playback Kit.

Avoiding Damage to Discs or to the DVD Drive
- Do not leave a disc in the Xbox console for extended periods when not in use.
- Do not move the Xbox console while the power is on and a disc is inserted.
- Do not apply labels, stickers or other foreign objects to discs.

http://www.xbox.com
Xbox lets you arrange tracks from audio CDs into soundtracks and play them from the Xbox video game system without inserting the original CD audio disc. You can play your soundtracks while playing Xbox games.

To copy tracks
1. Play an audio CD.
2. Select Back from the music player.
3. Select Copy to display tracks.
4. Select the tracks you want to include in your arrangement. You can select one track, multiple tracks or all tracks.
5. Select Copy to begin copying the tracks.
6. Select an existing soundtrack, or create a new soundtrack to store the copied tracks. If you create a new soundtrack, enter a name using the virtual keyboard.

To play soundtracks
1. Turn on the Xbox console with no disc in the disc tray.
2. Select Music, and then select a soundtrack rather than Audio CD.
3. Select Play to begin playing.

Some games support playing soundtracks during play. For more information, see your game manual.

Caution Audio CDs may be protected by copyright. You may not copy, reproduce, distribute, publicly perform, publicly display, modify or create derivative works of audio CDs unless authorized by the copyright owner.
The Xbox video game system includes an internal hard disk for saving game information and soundtracks. For information about saving games, see your Xbox game manual. For information about saving soundtracks, see Soundtracks on page 13.

To manage or free space on the Xbox hard disk, you can remove all stored information and saved games for a given Xbox game, or copy or delete specific saved games.

To remove all information about a game
1. Turn on the Xbox console with no disc in the disc tray.
2. Select Memory, and then select Xbox Hard Disk.
3. Select a game.
4. Select Remove Game to delete the selected game, including all its saved games, from the Xbox hard disk. Select Yes when prompted, “Are you sure you want to permanently remove this title?”

To copy or delete a saved game
1. Turn on the Xbox console with no disc in the disc tray.
2. Select Memory, and then select Xbox Hard Disk.
3. Select an individual saved game name in the collection of saved games.
4. Select Copy to move that saved game to an Xbox Memory Unit (part number K02-00002, sold separately) or Delete to remove the selected game from the Xbox hard disk. When deleting, select Yes when prompted, “Are you sure you want to permanently remove this saved game?”
Multiplayer Games

Connect up to four Xbox controllers to the Xbox console for games that allow multiple players. Not all Xbox games will allow multiple players. To determine if the game allows multiple players, see your game manual.

Some games can be played using the Xbox System Link Cable (part number K08-00002, sold separately), which connects two Xbox consoles for head-to-head gameplay. For more information, see the instruction manual for the Xbox System Link Cable.

Do not connect a telephone line to the Ethernet connector on the back of the Xbox console.

Xbox Online capability is scheduled to be rolled out during late 2002 to 2003. For more information on plans for your country, visit http://www.xbox.com.

Cleaning the Xbox Video Game System

Cleaning the Xbox Console

It is important to keep the rubber feet on the bottom of the Xbox console clean and free of dust and debris to reduce the risk of the Xbox console falling and possibly hitting someone.

- If the rubber feet ever become dirty or dusty, wipe them off with a dry cloth.
- Keep the surface on which the Xbox console rests clean by wiping with a dry cloth.

If you clean the Xbox console:

- Unplug the Xbox console from the power outlet.
- Clean the outside of the Xbox console only. Make sure that no objects are inserted into ventilation openings.
- Use a dry cloth—do not use abrasive pads, detergents, scouring powders, solvents (for example, alcohol, petrol, paint thinner or benzene) or other liquid or aerosol cleaners.

To clean Xbox game discs or audio CDs

- Hold discs by the edges; do not touch disc surface with fingers.
- Clean discs using a soft cloth, lightly wiping from the centre outwards.
- Do not use solvents such as benzene, which can damage the disc.

http://www.xbox.com
Troubleshooting

Warning

To reduce the risk of serious injury or death from electric shock or fire, do not attempt to service or repair the Xbox console. Do not attempt to take apart the Xbox console or modify it in any way. Refer all servicing to qualified service personnel.

Please follow these steps to troubleshoot difficulties with the Xbox video game system:

No Power
Connect the power cable (see Turning On the Xbox Console on page 10).

Status Indicator Light Flashes Continually
The status indicator light should be green while the Xbox video game system is on, or flash green when you press the eject button. If the status indicator light flashes continually during operation, the Xbox video game system has an internal problem:

• Continual orange flashing: The Xbox console is too hot and will not play games until cooled. Place the Xbox console in a well-ventilated area away from other heat sources. When the console cools, the flashing will stop and the Xbox video game system can be played. For more information, see Selecting a Location for the Xbox Console on page 7.
• Continual green and orange flashing: The AV cable is not connected properly. Connect according to the instructions in Connecting to a TV on page 8.
• All other patterns: Internal problem requires service. Contact Xbox Customer Support according to the instructions in If You Need Help... on page 17.

Disc Tray Does Not Open
Connect the power cable (see Turning On the Xbox Console on page 10).

Turn on the Xbox console by pressing the power button (see Turning On the Xbox Console on page 10).

Game Does Not Start
Play only licensed Xbox game discs (see Playing Games and Music on page 12).

Insert the disc with the label up and close the disc tray (see Playing Games and Music on page 12).

Clean the disc (see Cleaning the Xbox Video Game System on page 15).

No Picture
Connect the appropriate AV cable (see Connecting to a TV on page 8).

Turn on the TV.

Select the video input on the TV (or VCR, if connected to a VCR) that displays the Xbox game. Common names for video input are Input Select, AUX, Line In, Line In, Input, Source or EXT, depending upon your TV or VCR type. For more information, see your TV or VCR manual.

Play only supported types of discs (Xbox games, audio CDs; see Playing Games and Music on page 12).

Adjust the TV tuning to improve picture.

Poor-Quality Picture
Clean the disc (see Cleaning the Xbox Video Game System on page 15).

No Sound
Properly connect the AV cable (see Connecting to a TV on page 8).

Check the volume on the TV and turn off TV mute (see your TV manual).

Select the correct audio output (see Connecting to a TV on page 8).

Play only supported types of discs (Xbox games, audio CDs; see Playing Games and Music on page 12).

Adjust the TV tuning to improve sound.

Poor-Quality Sound
Clean the disc (see Cleaning the Xbox Video Game System on page 15).

Play Dolby® Digital audio only to speakers that support Dolby Digital.

Select the audio output supported by your system or TV (Stereo or Dolby® Surround for stereo speakers, Mono for monaural speakers). (See Audio, Video, and Other Settings on page 11).
If sound is coming from only one speaker, check that all audio leads are connected correctly.

**Xbox Controller or Peripheral Does Not Work**

Connect the Xbox Controller to any controller port (see Connecting Xbox Controllers on page 9).

Make sure the controller connectors, including the inline release, are connected securely (see Using Xbox Controllers on page 9).

Use only Xbox-compatible peripherals that have this logo:

For a list of Microsoft's Xbox peripheral products, see Xbox Peripherals on page 2.

Make sure the Xbox game supports any optional peripherals connected to the Xbox video game system. If a peripheral is not supported by the specific game, the game may not play.

**Cannot Save Game**

The Xbox hard disk or memory unit must have enough free blocks to save the game. For information on how to free space, see Managing Memory on page 14.

**If You Need Help...**

Should you have any problems, do not attempt to take apart, service or modify the Xbox video game system in any way. Doing so could present the risk of serious injury or death from electric shock or fire, and it will void your warranty. Do not take your Xbox video game system to your retailer for repair or service, unless instructed to do so by an Xbox Customer Support representative.

Please see http://www.xbox.com or ring the Xbox Customer Support number:

- Australia: 1 800 1 48894. TTY users: 1 800 1 48897.
- New Zealand: 0800 443716. TTY users: 0800 443710.

**General**

- Power requirements: 180-265 V AC, 50 Hz
- Power consumption: 100 W
- Dimensions (approximate): 300 x 80 x 180 mm; 12 x 4 x 8 inches (w/h/d)
- Mass (approximate): 4 kg (8 lb 13 oz)
- Operating temperature: 5 °C to 35 °C (41 °F to 95 °F)
- Laser diode properties: Material • GaAlAs, Wavelength • l = 650 nm

**Inputs/Outputs**

- Controller ports (4)
- Ethernet port (1)
- AV port (1)
- AC IN power port (1)

**Supplied Peripherals**

See The Xbox Video Game System on page 2.

**Optional Peripherals**

See Xbox Peripherals on page 2.

Design and specifications are subject to change without notice.
If you acquired your Xbox Product in Australia, the following Limited Warranty applies to you.

PLEASE READ THIS LIMITED WARRANTY CAREFULLY TO UNDERSTAND YOUR RIGHTS AND OBLIGATIONS!

LIMITED WARRANTY

NOTE: You may have rights as a consumer under applicable law(s). This Limited Warranty does not affect those rights. See Section D – Consumer Rights for more information regarding your rights as a consumer.

The term "Xbox Product" means the Microsoft Xbox Video Game System console, the Microsoft Xbox software stored on the hard disk and embedded in microprocessors within the Xbox console, and Xbox compatible hardware peripheral products manufactured by Microsoft, whether included with the Xbox Video Game System or purchased separately.

A. WARRANTIES

THIS WARRANTY EXTENDS TO THE ORIGINAL PURCHASER ONLY

• 12 Month Express Warranty. Subject to the terms and conditions of this Limited Warranty, Microsoft warrants to you only (the original purchaser), that under normal use and service, the Xbox Product will substantially conform with the accompanying printed user instruction materials for a period of 12 months starting as of the date of your sales receipt (the "Warranty Period").

• Implied Warranty. You may also have an implied warranty and/or condition under the laws of some jurisdictions, which is hereby limited to the duration of the Warranty Period. Some jurisdictions do not allow limitations on how long an implied warranty or condition lasts, so the foregoing limitation may not apply to you.

As to any defects discovered after the Warranty Period, there is no warranty or condition of any kind.

B. OBTAINING WARRANTY SERVICE.

To receive instructions for obtaining repair or replacement warranty services you must call:
Within Australia: 1 800 1 48894, TTY: 1 800 1 48897

You must also:

• Submit proof of purchase in the form of a dated receipt or invoice (or a copy) evidencing that your request for service is made within the Warranty Period.

• Follow Microsoft’s instructions if it determines that all or part of your Xbox Product requires return for repair or replacement. Microsoft will arrange for shipping your Xbox Product to Microsoft or its authorised repair centres at Microsoft’s expense, or instruct you where to take the Xbox Product in your area.

• Delete or remove any files or data you consider private or confidential prior to sending the Xbox Product to Microsoft, using the labels and addresses provided in the return authorisation kit.

Failure to follow the above instructions may result in delays, cause you to incur additional charges, or may void your warranty.

C. EXCLUSIVE REMEDY.

During the Warranty Period, and subject to applicable law, Microsoft will, at its option and as your exclusive remedy for breach of this Limited Warranty or any implied warranties:

• Repair or replace a defective Xbox Product.

• Following return of your Xbox Product, make payment to you for the allowable damages that you incur in reasonable reliance but only up to the amount of the purchase price that you paid for your Xbox Product. This refund may include a deduction for depreciation based on your actual use.

• Any replacement parts or Xbox Product will be new or refurbished or serviceably used, comparable in function and performance to the original part or Xbox Product and warranted for the remainder of the original Warranty Period or 30 days from the date of shipment of the Xbox Product back to you, whichever is longer.

• Microsoft may, at its sole option, elect to replace the hard disk contained in your Xbox Product even if this causes a loss of data. YOU AGREE THAT MICROSOFT IS NOT LIABLE TO YOU FOR ANY LOSS OF YOUR DATA.

• After the Warranty Period has expired, Microsoft may charge you a fee for its efforts to diagnose and service any Xbox Product-related problems.

• Microsoft will use commercially reasonable efforts to diagnose and attempt to correct, or suggest solutions for, Xbox Product defects that are covered by this Limited Warranty. MICROSOFT DOES NOT PROVIDE ANY WARRANTIES REGARDING ITS WARRANTY SERVICES AND, EXCEPT FOR THE PRECEDING SENTENCE, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW DISCLAIMS ALL DUTIES (IF ANY) OF WORKMANLIKE EFFORT OR OF LACK OF NEGLIGENCE.

D. CONSUMER RIGHTS

You may have the benefits of certain rights or remedies pursuant to the Trade Practices Act 1974 (Cth) and similar state and territory laws in Australia in respect of which liability may not be excluded or restricted. The provisions of this Limited Warranty are subject to, and do not affect, these rights and remedies.

E. NO OTHER WARRANTIES.

The express warranty stated in Section A above is the only express warranty made to you and (subject to applicable law) is provided in lieu of all other express or implied warranties and conditions (if any) including any created by any other documentation or packaging. No other warranties or conditions are made with respect to the Xbox Product or the warranty services by any person, including but not limited to Microsoft and its suppliers. No information (oral or written) or service by or from Microsoft or its agents or suppliers or its or their employees, shall create a warranty or condition or expand the scope of this Limited Warranty. Also, there is no warranty or condition of title, quiet enjoyment, or noninfringement in the Xbox Product. You may have greater rights existing under applicable laws. Where any term of this Limited Warranty is prohibited by such laws it shall be null and void, but the remainder of the Limited Warranty shall remain in full force and effect.

F. EXCLUSIONS FROM LIMITED WARRANTY.

This Limited Warranty shall not apply and Microsoft has no liability under this Limited Warranty if the Xbox Product:

• is used with products not sold or licensed by Microsoft (including, but not limited to, non-licensed games and game enhancement devices, adaptors and power supply sources) or which are otherwise not compatible;

• is used for commercial purposes (including rental or lease);

• is modified or tampered with;

• is damaged by act of God, power surge, misuse, abuse, negligence, accident, wear and tear, mishandling, misapplication or other causes unrelated to defective materials or workmanship;

• serial number is defaced, altered or removed;

• is damaged by programs, data, viruses, or files or during shipments;

• is not used in accordance with the accompanying documentation and use instructions; or

• is repaired, modified or altered by other than Microsoft authorised repair centers.

This Limited Warranty does not cover your data, any separate software or Xbox games whether or not packaged or included with the Xbox Product, or any Xbox accessories or peripheral devices that are not manufactured by or for Microsoft.

G. EXCLUSION OF CONSEQUENTIAL, INCIDENTAL AND CERTAIN OTHER DAMAGES AND LIMITATION OF LIABILITY

TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW, MICROSOFT IS NOT LIABLE FOR ANY:

(i) CONSEQUENTIAL OR INCIDENTAL DAMAGES;

(ii) DAMAGES OR LOSS OF ANY NATURE WHATSOEVER RELATING TO LOST PROFITS, LOSS OF DATA OR PRIVACY OR CONFIDENTIALITY, ANY INABILITY TO USE ALL OR PART OF THE XBOX PRODUCT, PERSONAL INJURY, OR ANY FAILURE TO MEET ANY DUTY (INCLUDING BUT NOT LIMITED TO ANY LACK OF NEGLIGENCE OR OF WORKMANLIKE EFFORT); OR

(iii) INDIRECT, SPECIAL, OR PUNITIVE DAMAGES; ARISING OUT OF RELATING IN ANY WAY TO THE XBOX PRODUCT. THE FOREGOING APPLIES EVEN IF MICROSOFT OR ANY SUPPLIER OR AGENT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, EVEN IN THE EVENT OF FAULT, TORT (INCLUDING NEGLIGENCE), STRICT OR PRODUCT LIABILITY, MISREPRESENTATION OR OTHER REASON AND EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

http://www.xbox.com
If you acquired your Xbox Product in New Zealand, the following Manufacturer’s Warranty applies to you.

AREA 2

PLEASE READ THIS MANUFACTURER’S WARRANTY CAREFULLY

MANUFACTURER’S WARRANTY

You may have rights as a consumer under the Consumer Guarantees Act (the “CGA”). This Warranty is in addition to those rights and does not limit those rights in any way (except to the extent permitted under the CGA).

The term “Xbox Product” means the Microsoft Xbox Video Game System console, the Microsoft software stored on the hard disk and embedded in microprocessors within the Xbox console, and Xbox compatible hardware peripheral products manufactured by Microsoft, whether included with the Xbox Video Game System or purchased separately. This Warranty does not cover your data, any separate software or Xbox games whether or not packaged or included with the Xbox Product, or any Xbox accessories or peripheral devices that are not manufactured by or for Microsoft.

MANUFACTURER’S WARRANTY

Microsoft warrants that the Xbox Product will:

(i) perform substantially in accordance with the instruction manual; and
(ii) be of a standard and quality normally expected for goods of its kind.

This Warranty is effective for a period of one year from the date you purchased the Xbox Product. However, if you:

(i) do not use the Xbox Product in accordance with the accompanying documentation and use instructions; or
(ii) have the Xbox Product repaired, modified or altered by other than Microsoft authorized repair centers; or
(iii) use the Xbox Product with products not sold or licensed by Microsoft (for example, non-licensed game enhancement devices, adapters and power supply sources) or which are not compatible with the device; or
(iv) use the Xbox Product for commercial purposes (such as rental); or
(v) modify or tamper with the Xbox Product; or
(vi) damage the Xbox Product by misuse, abuse, negligence or by accident; or
(vii) alter, deface or remove the serial number; or
(viii) tamper with the warranty seal on the Xbox Product, then this Warranty is not valid.

REGISTRATION. You do not need to register your acquisition of the Xbox Product for this Warranty to be effective.

PERSONAL GUARANTEE. To the extent permitted under the CGA, this Warranty is made to you, the first user of the device. It is personal to you and cannot be relied upon by anybody else (except as required under the CGA).

YOUR REMEDY.

Your remedy for breach of this Warranty is either:

(i) repair of the Xbox Product; or
(ii) replacement of the Xbox Product.

Microsoft may elect which remedy to provide. Microsoft will take into account the relative costs of the different remedies in proportion to the cost paid for the Xbox Product and the significance of the fault with the Xbox Product, in deciding which remedy to provide.

- Any replacement parts or Xbox Product will be new or refurbished or servicable used, compatible in function and performance to the original part or Xbox Product and this Warranty will apply to the replacement parts or Xbox Product for the remainder of the original Warranty Period.
- Microsoft may, at its sole option, elect to replace the hard disk contained in your Xbox Product even if this causes a loss of data. YOU AGREE THAT MICROSOFT IS NOT LIABLE TO YOU FOR ANY LOSS OF YOUR DATA.
- After the Warranty Period has expired, Microsoft may charge you a fee for its efforts to diagnose and service any Xbox Product-related problems.
- Microsoft will use commercially reasonable efforts to diagnose and attempt to correct, or suggest solutions for, Xbox Product defects that are covered by this Warranty.

OBTAINING SERVICE UNDER THIS WARRANTY.

For instructions on how to obtain repair or replacement under this Warranty you must call: 1 800 1 43716, TTY: 1 800 1 43710 within New Zealand.

To benefit from this Warranty, you must also:

• Submit proof of purchase in the form of a dated sales receipt, or invoice issued when the Xbox Product was purchased new (or a copy).
• Follow Microsoft’s instructions if it determines that all or part of your Xbox Product requires repair for repair or replacement. Microsoft will arrange for shipping your Xbox Product to Microsoft or its authorized repair centers at Microsoft’s expense, or instruct you where to take the Xbox Product in your area.
• Delete or remove any files or data you consider private or confidential prior to sending the Xbox Product to Microsoft.
• Return the Xbox Product in the packaging materials provided to you by Microsoft, using the labels and addresses provided in the return authorization kit. Failure to use these materials may result in delays. Failure to follow the above instructions may result in delays, cause you to incur additional charges, or may (at Microsoft’s discretion) void this Warranty.

EXCLUSION OF IMPLIED TERMS: To the extent permitted under the CGA, Microsoft disclaims all other warranties, conditions, liability or other terms, either express or implied (whether by statute, common law,collaterally or otherwise) with respect to the device and any accompanying product manual(s) and written materials.

EXCLUSION OF INCIDENTAL, CONSEQUENTIAL AND OTHER DAMAGES.

To the extent permitted under the CGA, Microsoft and its suppliers shall not be liable for any damages whatsoever caused arising out of or in any way related to the use of or inability to use the device, even if Microsoft or any supplier has been advised of the possibility of such damages. In any case, Microsoft’s and its suppliers’ entire liability under any provision of this agreement shall, to the extent permitted under the CGA, be limited to the amount actually paid by you for the device.

ADDITIONAL CONDITIONS

The software included in the Xbox Product is licensed to you, not sold. You are licensed to use such software only in your Xbox Product and you may not reverse engineer it, except as expressly permitted by applicable law notwithstanding this limitation.

- Your Xbox Product and its internal components are new pursuant to industry standards, unless otherwise indicated on the Xbox Product retail packaging as “Refurbished”.
- You agree to comply with all applicable export laws and regulations if you export the Xbox Product.

QUESTIONS? Please call: 1 800 1 43716, TTY: 1 800 1 43710 within New Zealand.

http://www.xbox.com