

EXHIBIT A

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iPhone and iPod: Water damage is not covered by warranty

Last Modified: September 10, 2009
Article: HT3302

Summary

If an iPhone or iPod has been damaged by liquid, the repair is not covered by the Apple one (1) year limited warranty or an AppleCare Protection plan (APP). iPhone models and iPod models that were built after 2006 have built-in Liquid Submersion Indicators that will show (as described below) whether liquid has entered the device.

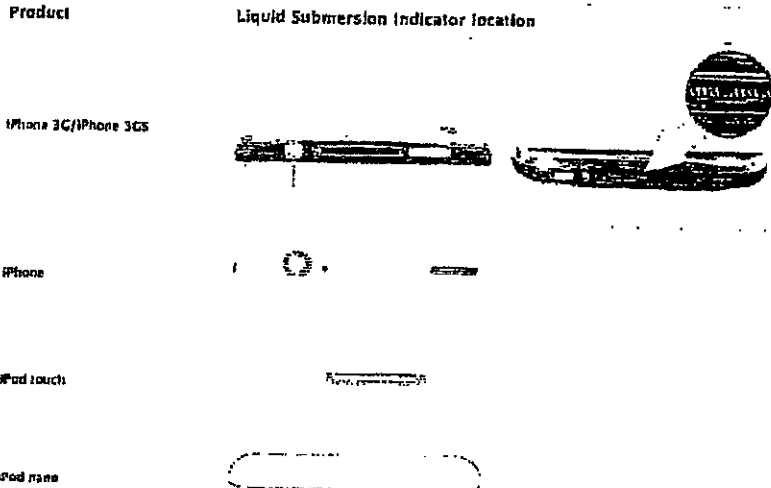
Products Affected

iPhone, iPod nano (3rd generation), iPod classic, iPod touch, iPod nano (5th generation), iPod shuffle (3rd generation), iPod classic (120 GB), iPod nano (4th generation)

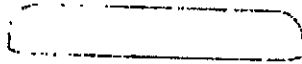
iPhone and iPod products are equipped with Liquid Submersion Indicators in the bottom of the headphone jack. iPhone 3G and iPhone 3GS models also have an indicator on the bottom of the dock-connector housing. These indicators will be activated when they come in direct contact with liquid. They are designed not to be triggered by humidity and temperature changes that are within the product's environmental requirements described by Apple.

You can tell if the headphone-jack Liquid Submersion Indicator has been triggered by looking directly down into the headphone jack. Use a lighted magnifying glass or angle the iPhone or iPod so light shines down into the headphone jack. At the base of the headphone jack, you should see what is normally a white or silver-colored dot. Half the dot becomes red or pink when the device has been submerged in liquid. To view the dock-connector indicator on iPhone 3G or iPhone 3GS, use a lighted magnifying glass and hold the device so that you can view the center bottom of the dock-connector housing. A full or partial red dot will appear if the indicator has been triggered.

The following images show how the indicator appears when an iPhone or iPod has been exposed to liquid.

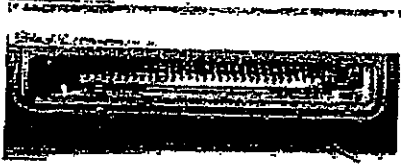


iPod classic



iPod shuffle (3rd generation)

Corrosion, if evident, leads to the irreversible deterioration or degradation of metal components and may cause the device to not work properly. The following pictures are examples of corrosion.



For further information regarding iPhone and iPod Service and Warranty, click the links below:

<http://www.apple.com/support/iphone/service/faq/>

or

<http://www.apple.com/support/ipod/service/faq/>

Still need help? Speak to an Apple Expert

Arrange a phone call with one of our Apple Experts who specializes in your exact question. Talk to us now or later at your convenience. We'll even call you.

Get started

Note: Contracts are currently only available for U.S. and Canada credit card users.

EXHIBIT B

iPhone and iPod: Liquid damage is not covered by warranty

Last Modified: May 07, 2010

Article: HT3302

Summary

If an iPhone or iPod has been damaged by liquid (for example, coffee or a soft drink), the service is not covered by the Apple one (1) year limited warranty or an AppleCare Protection Plan (APP). iPhone models and iPod models that were built after 2008 have built-in Liquid Contact Indicators that will show (as described below) whether the device has been in contact with water or a liquid containing water.



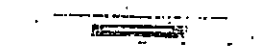
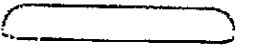


Products Affected

iPhone, iPod nano (3rd generation), iPod classic, iPod touch, iPod nano (5th generation), iPod shuffle (2nd generation), iPod classic (120 GB), iPod nano (4th generation)

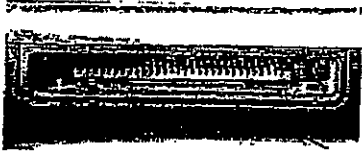
iPhone and iPod products are equipped with Liquid Contact Indicators in the bottom of the headphone jack. (iPhone 3G and iPhone 3GS models also have an indicator on the bottom of the dock-connector housing. These indicators will be activated when they come in direct contact with water or a liquid containing water. They are designed not to be triggered by humidity and temperature changes that are within the product's environmental requirements described by Apple.

You can tell if the headphone-jack Liquid Contact Indicator has been triggered by looking directly down into the headphone jack. Use a lighted magnifying glass or angle the iPhone or iPod so light shines down into the headphone jack. At the base of the headphone jack, you should see what is normally a white or silver-colored dot. The dot will become full or half red or pink when the dot has come in contact with water or a liquid containing water. To view the dock-connector indicator on iPhone 3G or iPhone 3GS, use a lighted magnifying glass and hold the device so that you can view the center bottom of the dock-connector housing. A full or partial red dot will appear if the indicator has been triggered.

The following images show how the indicator appears when an iPhone or iPod has been exposed to water or a liquid containing water:

Product	Liquid Contact Indicator Location
iPhone 3G/iPhone 3GS	
iPhone	
iPod touch	
iPod nano	
iPod classic	
iPod shuffle (2nd generation)	

Corrosion, if evident, leads to the irreversible deterioration or degradation of metal components and may cause the device not to work properly. The following pictures are examples of corrosion:



For further information regarding iPhone and iPod Service and Warranty, click the links below:

<http://www.apple.com/support/iphone/service/faq/>

or

<http://www.apple.com/support/ipod/service/faq/>

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Arrange a phone call with one of our Apple Experts who specializes in your exact question. Talk to us now or later at your convenience. We'll even call you.

Get started

NOTE: Certain Apple services are not available in the U.S. and Canada phone numbers