



iPod Visual Inspection

Includes: Specifications, Tool Use, Examples of Damage, & Classifications

8 February 2007

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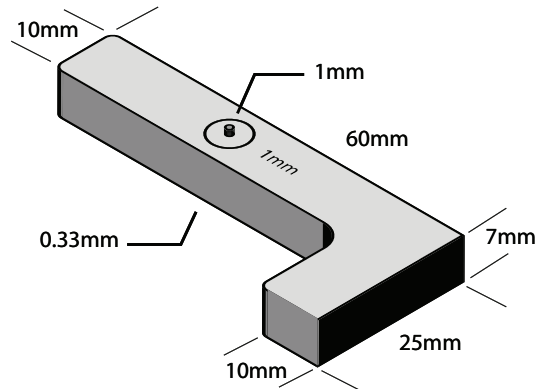
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iPod Visual and Mechanical Inspection Specifications

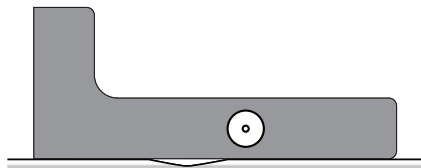
Item #	Type of Damage	Specifications (minimum)	Void Warranty, (CompTIA code 915)	Repairable for Out-of-Warranty Repair Fee	Void Warranty, NON-Repairable (Do NOT send to Apple)	
1	Dent, chrome casing	1 surface dent depth of 1mm	X	X		
		2 surface dents depth of 0.33mm	X	X		
		2	Side or corner dent length 4mm	X		X
		3	Dent length 25mm (25% of the length of the iPod)	X		X
4	Dent, aluminum casing (iPod mini)	1 surface dent depth of 0.33mm	X	X		
5		Side or corner dent length 4mm	X	X		
6		Dent length 23mm (25% of the length of the iPod)	X	X		
7	Corrosion/Liquid	Any visible sign	X	X		
8	Cracked LCD with damage to enclosure	Any visible sign	X (Exception: In-Warranty Coverage for iPod nano (First Generation))	X		
9	Cracked LCD with NO damage to enclosure	In-Warranty Coverage (CompTIA code 943)				
10	Mismatched Serial Number	Verifiable				X
11	Excessive damage	Verifiable				X
12	Disassembled	Obvious evidence				X
13	Customer admits causing damage	See specifications above	Determined from inspection			

iPod Dent Inspection Tool (p/n: 922-8022):

Measurements: (note call-outs to pin measurements)



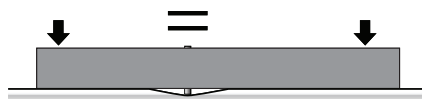
Use the long flat side to locate dents.



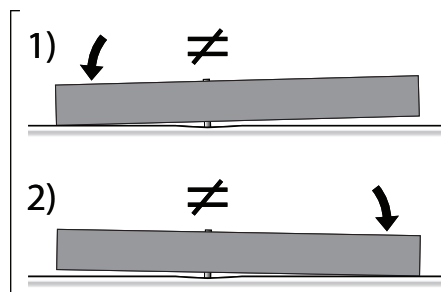
Using the measurement pins:

Important: Use care not to scratch the iPod with the pins.

If the tool rests flat when using a measurement pin, the dent is greater than or equal to the pin length.

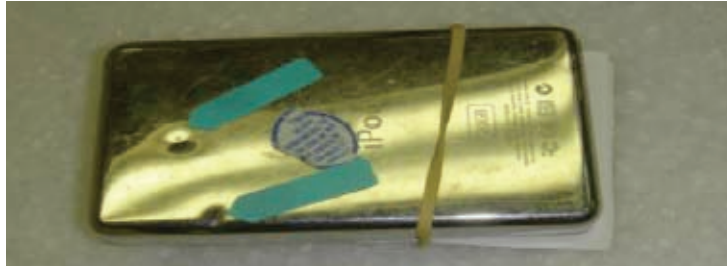


If the tool rocks when using the measurement pin, the dent is less than the pin length.



1. Void Warranty — Repairable, Examples:

- Evidence of drop or mishandle



- Evidence of severe drop or mishandle



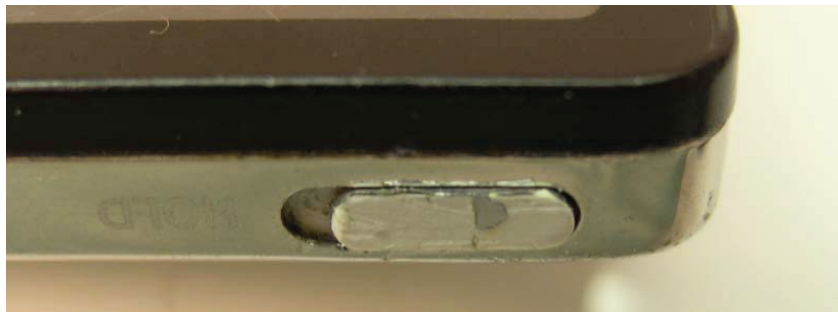
- Evidence of drop or mishandle



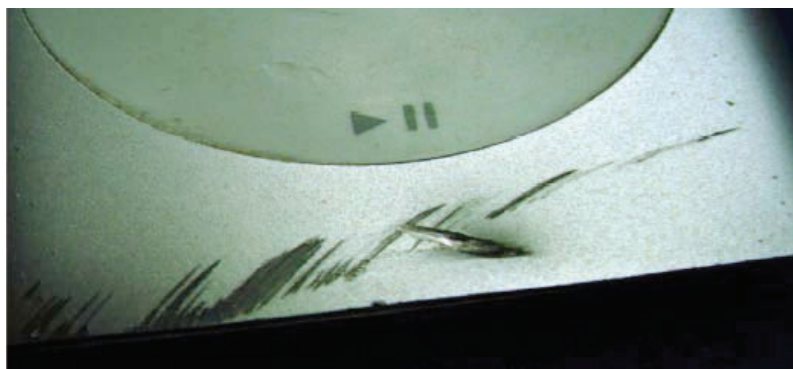
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- Indentation shows unit dropped or knocked onto another hard object



- Depressed switch shows unit dropped or knocked onto another hard object



- Evidence of drop or mishandle



-
- Indentation shows unit dropped or knocked onto another hard object



- Indentation shows unit dropped or knocked onto another hard object



- Dented housing



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- Deformed edge causing plastic cover to warp



- Deformed edge causing plastic cover to warp



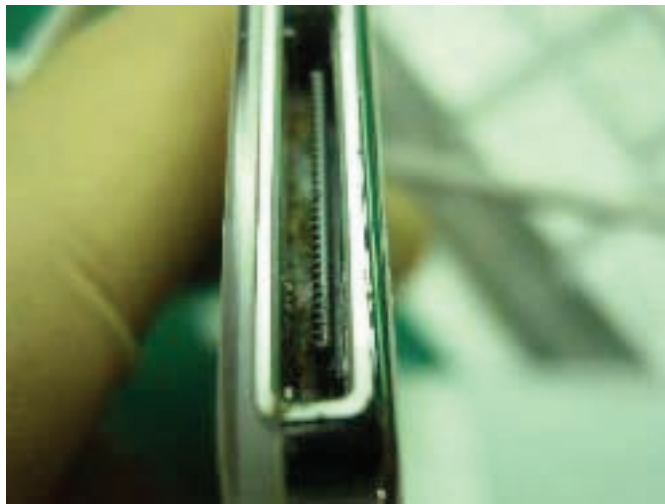
- Evidence of oxidation or liquid damage



-
- Evidence of oxidation or liquid damage



- Evidence of oxidation



- Evidence of oxidation



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- Cracked screen with other enclosure damage (not shown).
Note: A cracked screen is covered under warranty if there is no other enclosure damage.
Exception: For iPod nano (First Generation) with a cracked screen, replace under warranty, even if there IS other enclosure damage.



2. Void Warranty — NON-Repairable, Examples:

- Excessive damage to enclosure



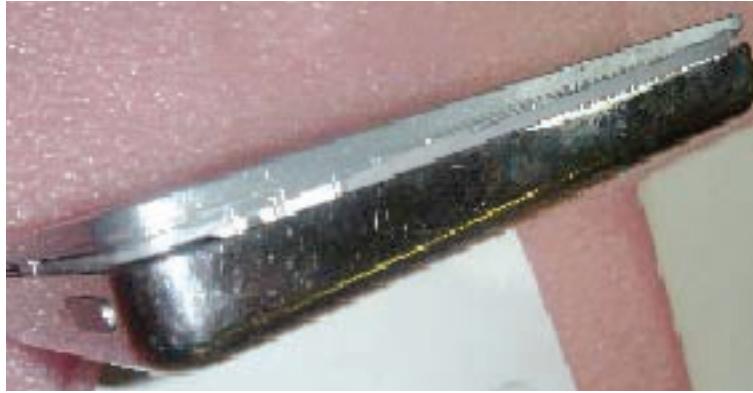
- Excessive damage to enclosure



- Evidence of disassembly



-
- Evidence of disassembly



- Evidence of disassembly

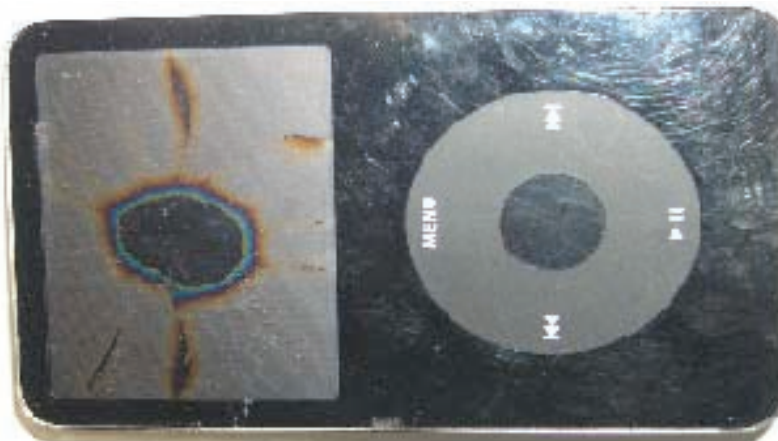


3. In Warranty Covered Damage, Examples:

- Cracked LCD with no sign of damage to enclosure



- Cracked LCD with no sign of damage to enclosure



- Cracked LCD with no sign of damage to enclosure

