



AppleCare Protection Plan

Long-term peace of mind.



Features

Comprehensive service and support

- Extends telephone technical support from 90 days to three years from computer's purchase date
- Extends hardware repair coverage to three years from computer's purchase date, including:
 - Global repair coverage
 - Onsite service for desktop computers¹
- Provides dedicated access to web-based support resources²
- Includes powerful diagnostic tools (TechTool Deluxe from Micromat)

Assistance with the complete Apple solution

- Apple hardware products³
 - An Apple computer
 - An Apple mouse and keyboard when included with a covered computer (or purchased with Mac mini)
 - An Apple display when purchased and registered with a covered Mac mini, Mac Pro, Power Mac, MacBook Pro, or PowerBook computer
 - An AirPort Extreme Card, an AirPort Express or AirPort Extreme Base Station, and Apple RAM when used with a Mac covered by the AppleCare Protection Plan
- The Mac OS³
- Many Apple-branded consumer applications, including iLife and iWork

Quality and convenience backed by Apple

- Award-winning Apple technical support through an easy-to-remember toll-free telephone number⁴
- Repairs performed by Apple-authorized technicians using genuine Apple parts⁵
- Quick and easy registration

Specification Sheet

AppleCare Protection Plan

The AppleCare Protection Plan is a uniquely integrated service and support solution that extends the complimentary coverage on your Mac to three years from the computer's purchase date. This comprehensive plan includes expert telephone assistance, global repair coverage, onsite repairs for desktop computers,¹ web-based support resources, and powerful diagnostic tools—all for one economical price. We recommend that you purchase the AppleCare Protection Plan when you purchase your Apple system to take maximum advantage of the coverage the plan provides.

Three years of security

Every Mac comes with 90 days of telephone technical support and one year of service coverage at an Apple-authorized repair center. By purchasing the AppleCare Protection Plan with your Mac, you can extend your coverage to three years from the computer's purchase date.

Comprehensive coverage

The AppleCare Protection Plan covers your Mac, as well as an AirPort Extreme Card, an AirPort Express or AirPort Extreme Base Station, and Apple RAM used with your Mac. Mac mini, Mac Pro, Power Mac, MacBook Pro, and PowerBook customers may also register one Apple display for coverage, provided that the Mac and the display are purchased together.

One number to call for help

Get direct telephone access⁴ to Apple's own technical support group, the people who know your system best. Because Apple creates the computer, the operating system, and many built-in applications, the Mac is a truly integrated system. Just one phone call can help resolve most issues with your Mac because AppleCare representatives can help troubleshoot Apple hardware, the Mac operating system, and many Apple consumer applications, including iLife and iWork.

Convenient repair options

The AppleCare Protection Plan ensures that Apple-authorized technicians will perform repairs using genuine Apple parts.⁵ With this plan, parts and labor will be covered for three years from your computer's purchase date. The plan includes onsite service for desktop computers and global repair coverage, which can be very important if you travel abroad.

Coverage Information

The AppleCare Protection Plan is subject to terms and conditions, which are provided on the AppleCare Protection Plan website at www.apple.com/support/products/proplan.html in the United States or www.apple.com/ca/support/products/proplan.html in Canada.

- To qualify for the AppleCare Protection Plan, your product must be within its one-year Apple hardware warranty.
- A separate AppleCare Protection Plan must be purchased for each Apple system to be covered.
- Mac mini, Mac Pro, Power Mac, MacBook Pro, and PowerBook customers may also register one Apple display for coverage, provided that the Mac and the display are purchased together.
- Global repair coverage is included for all covered computers.
- Onsite service for desktop computers is available within a 50-mile (80-kilometer) radius of an Apple authorized onsite service provider in the country where the plan is purchased and registered.¹
- The AppleCare Protection Plan covers an Apple keyboard and mouse when they are included with a covered product (or purchased with Mac mini). An AirPort Extreme Card, an AirPort Express or AirPort Extreme Base Station, and Apple RAM are included in the coverage of the computer with which they are used.

Ordering Information

- Call 1-800-823-2775 in the United States and Canada.
- Visit www.apple.com/support/products in the United States or www.apple.com/ca/support/products in Canada.
- Educators can purchase the AppleCare Protection Plan by ordering directly from the Apple hardware price list, visiting the Apple Store at www.apple.com/store in the United States or www.apple.com/canadastore in Canada, or calling 1-800-800-APPL (1-800-800-2775) in the United States or Canada.

Note: The AppleCare Protection Plan cannot be sold to consumers where prohibited by law. "Consumers" are persons who use their computers primarily for personal, family, or household purposes.

Covered Apple products	AppleCare Protection Plan order number
eMac and iMac	M8851LL/B
MacBook and iBook	M8852LL/B
Mac mini (includes coverage for an Apple display)	M9859LL/B
Mac Pro and Power Mac (includes coverage for an Apple display)	M8850LL/B
MacBook Pro and PowerBook (includes coverage for an Apple display)	M8853LL/B

For More Information

For more information about Apple support options, please visit www.apple.com/support in the United States or www.apple.com/ca/support in Canada, or call 1-800-APL-CARE (1-800-275-2273) in the United States or 1-800-263-3394 in Canada.

¹Onsite service is not available in all locations. ²Access to web-based resources requires the use of a compatible Internet service provider; fees may apply. ³Xserve and Mac OS X Server are not supported under the AppleCare Protection Plan. ⁴Local telephone fees may apply. Telephone numbers and hours of operation may vary and are subject to change. ⁵Repair service may include onsite, carry-in, and express courier service; specific availability of each option depends on product type and location of Apple Authorized Service Provider. Apple may also request that the customer replace components with readily installable parts.