

<b>CRITERION 1 : DOCUMENTATION</b>	<b>Laptop</b>
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**SUB-CRITERION 1.1 : COMMITMENT ON THE AVAILABILITY OVER TIME (WITHOUT CHARGE) OF THE TECHNICAL DOCUMENTATION AND THE OTHER DOCUMENTATION RELATED TO USER AND MAINTENANCE INSTRUCTIONS**

<p><b>ADDITIONAL INFORMATIONS:</b></p> <p><b>Documents/informations:</b> The information can be freely distributed at the initiative of the producer in various physical or dematerialized documents. Scoring points are awarded if the information referred to is available in any document.</p> <p><b>Language of documents:</b> In accordance with the law of August 4, 1994 on the use of the French language, information intended for consumers must be drawn up in French ; English is tolerated for very technical aspects intended for professional repairers (example: technical bulletins).</p> <p><b>Technical bulletins:</b> This wording covers announcements made by the producer to professional repairers, informing them, for example, of recently discovered bugs, of the corrections to be made, of the supply disruption of parts which have been replaced by others. Points are awarded if the edition of a technical bulletin is planned on an ongoing basis (when necessary).</p> <p><b>Information on access to professional repairers:</b> The producer or importer is free to indicate to consumers the professional repairers of his choice, but it is advisable to mention at least the repairer directories listed by Ademe : <a href="http://www.annuaire-reparation.fr">www.annuaire-reparation.fr</a></p> <p><b>Instructions for self-repair:</b> Points corresponding to years of availability are only granted if one or more operations are specified to consumers for self-repair, with adequate safety instructions, in a specific section under the title "self-repair", for example in the technical manual or of the instructions for use and maintenance. Article L 441-5 of the Consumer Code specifies the responsibility of the producer regarding self-repair.</p>
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Commitment on the availability over time of the documentation (in years)		Column B Repairers		Column C Consumers	
Type of documentation		Duration of availability	Subtotal	Duration of availability	Subtotal
1.1.A	The unequivocal identification of the product (type of product, trademark, trade name, model, and possibly, serial number)	if $X \geq 7$ years	7	if $X \geq 7$ years	7
1.1.B	A disassembly map or exploded view	if $X \geq 7$ years	7	if $X \geq 7$ years	7
1.1.C	Wiring and connection diagrams	if $X \geq 7$ years	7	if $X \geq 7$ years	7
1.1.D	Electronic boards diagrams	if NA or $X \leq 4$ years	0	if NA or $X \leq 4$ years	0
1.1.E	List of necessary repair and test equipment	if $X \geq 7$ years	7	if $X \geq 7$ years	7
1.1.F	Technical manual of instructions for repair	if $X \geq 7$ years	7	if $X \geq 7$ years	7
1.1.G	Diagnostic fault and error codes	if $X \geq 7$ years	7	if $X \geq 7$ years	7
1.1.H	Component and diagnosis information	if $X \geq 7$ years	7	if $X \geq 7$ years	7
1.1.I	Instructions for software and firmware (including reset software)	if $X \geq 7$ years	7	if $X \geq 7$ years	7
1.1.J	Information on how to access data records of reported failure incidents stored on the product	if $X \geq 7$ years	7	if $X \geq 7$ years	7
1.1.K	Technical bulletins	if $X \geq 7$ years	7	if $X \geq 7$ years	7
1.1.L	Specific guidance for self-repair (recommended operations, safety and repair instructions, any implications for the guarantee)*			if $X \geq 7$ years	7
1.1.M	How to get access to professional repairers			if $X \geq 7$ years	7
1.1.N	Failures detection and required action (consumers approach)			if $X \geq 7$ years	7
1.1.O	User and maintenance instructions			if $X \geq 7$ years	7
Total sub-criterion 1.1			70		98
					168
					/182
					9.2
					/10

\*Points corresponding to years of availability are only awarded if one or more operations are specified to consumers for self-repair, with adequate safety instructions, in a