

iMac G5 Repair Extension Program for Video and Power Issues

Frequently Asked Questions

October 21, 2005

The iMac G5 Repair Extension Program for Video and Power Issues applies to first generation iMac G5 computers that have video or power-related issues as a result of a specific component failure. If your iMac G5 is exhibiting any of the symptoms listed below and your computer's serial number is within the noted ranges, your computer may be eligible for repair, free of charge. If Apple or an Apple Authorized Service Provider (AASP) determines that your iMac G5 computer is eligible as part of the program, the repair will be covered by Apple for up to two years from the original date of purchase even if your iMac G5 is out of warranty. This is a worldwide Apple program.



Affected systems will exhibit one of the following video- or power-related symptoms:

- Scrambled or distorted video
- No video
- No power

Note: If your iMac G5 is not experiencing any of these symptoms, you do not have to contact Apple or any Apple Authorized Service Provider.

Which iMac G5 computers are affected by the iMac G5 Repair Extension Program for Video and Power Issues?

The program is available for certain first generation iMac G5 models that were sold between approximately September 2004 and June 2005 featuring 17- and 20-inch displays with 1.6GHz and 1.8GHz G5 processors.

The affected iMac G5 computers have serial numbers where the first 5 digits fall into the ranges noted below.

Serial Number ranges:

- W8435xxxxxx – W8522xxxxxx
- QP435xxxxxx – QP522xxxxxx
- CK435xxxxxx – CK522xxxxxx
- YD435xxxxxx – YD522xxxxxx

Some second generation iMac G5 computers have serial numbers that fall within the upper band of the ranges listed below. Only first generation iMac G5 computers are affected by this program.

Where do I find the serial number of my iMac G5?

The 11-digit serial number is located on a label under the foot of the iMac G5. There is a bar code underneath the serial number. To view the label, hold the sides of the iMac and gently lay the computer face down on a soft, clean towel or cloth.



Is the iMac G5 Repair Extension program available for other Apple computers?

This program applies only to the systems noted in this FAQ. Other versions of the iMac G5 line are not part of this program. [Click here for more information](#) on how to identify iMac G5 models.

How can I tell if my computer is affected by the component failure identified for the iMac G5 Repair Extension Program?

An Apple technical support representative or an [Apple Authorized Service Provider](#) (AASP) will need to physically examine your computer to determine if the component failure identified for the iMac G5 Repair Extension Program affects your computer and, if so, arrange for the repair.

How can I participate in the iMac G5 Repair Extension Program?

To participate in the program, please bring your iMac G5 to the Mac Genius Bar at your local Apple Retail store or Apple Authorized Service Provider (AASP), or call your local Apple contact center. The U.S. support number is 1-800-275-2273. If you are located outside the U.S., please see Apple's international contact list for your local Apple Technical Support phone number.

[Apple Retail Store](#)

[Apple Authorized Service Provider](#)

[Apple Support Contact information](#)

What if my computer exhibits symptoms not caused by the component Apple has identified for the iMac G5 Repair Extension Program?

It is possible that your iMac G5 may exhibit video or power issues that are unrelated to the component failure identified by Apple as part of this program and are not covered under this program. Apple or an AASP can help you troubleshoot these issues. If your iMac G5 is not covered under warranty or an extended service agreement, such as the AppleCare Protection Plan, repairs for other issues will be made at your expense if you request that they be made.

I have a remanufactured iMac G5 that fits the description noted. How can I determine whether my iMac G5 qualifies for the program?

If your iMac G5 is one of the models listed and exhibits one or more of the symptoms above, please bring your iMac G5 to the Mac Genius Bar at your local Apple Retail store or Apple Authorized Service Provider (AASP), or call your local Apple contact center. An Apple technical support representative or an AASP will examine your computer to determine if the component failure identified for the iMac G5 Repair Extension Program affects your computer and, if so, arrange for the repair.

Is there a cost for participating in the iMac G5 Repair Extension Program for Video and Power Issues?

If Apple or an Apple Authorized Service Provider (AASP) determines that your iMac G5 computer is eligible as part of the program, the repair will be covered by Apple even if your iMac G5 is out of warranty. Service under the iMac G5 repair extension program is limited to the product's original country/region of purchase. Customers are responsible for transportation costs to eligible ASPs/retail stores.

How long is the iMac G5 Repair Extension Program available?

The program covers affected iMac G5 computers for up to two years from the original date of purchase. Apple will continue to evaluate the repair data and will provide further repair extensions as needed.

Does the iMac G5 Repair Extension Program extend the warranty coverage on my iMac G5?

No. This program does not extend the standard warranty coverage.

Are there any known safety issues caused by this component failure?

No.

Can I determine if my iMac G5 has the component failure and fix it myself?

No. Apple or an Apple Authorized Service Provider (AASP) must evaluate whether your iMac G5 computer is eligible as part of the program and then conduct the repair.

If my iMac G5 is still under warranty, how does this program affect me?

If your iMac G5 is eligible for the program and within its warranty period, you will have your system repaired at no cost to you. If your iMac G5 experiences the symptoms described above and is determined to be eligible under this program by Apple or an AASP after your Standard One Year Warranty expires, the program covers affected iMac G5 computers for up to two years from the original date of purchase.

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