**Gaming Laptop Customer Service Booklet**

**Welcome to Gaming Laptop Customer Care**

Thank you for choosing a gaming laptop. This booklet provides essential information on setup, usage, troubleshooting, and customer support. Follow these guidelines to ensure optimal performance and longevity of your device.

**Table of Contents**

1. **Getting Started**
2. **Setup & Configuration**
3. **Performance Optimization**
4. **Maintenance & Cleaning Tips**
5. **Troubleshooting Guide**
6. **Battery & Cooling Management**
7. **Warranty & Support**
8. **Customer Care Contact Details**

**1. Getting Started**

* **Popular Gaming Laptop Brands:** ASUS ROG, Alienware, MSI, Razer, Acer Predator, HP Omen, Lenovo Legion.
* **Key Features:** High-refresh-rate displays, powerful GPUs, customizable RGB keyboards, advanced cooling systems.
* **Common Accessories:** Gaming mouse, external cooling pad, mechanical keyboard, gaming headset.

**2. Setup & Configuration**

* Unbox and connect the laptop to a **power source** before first use.
* Install the latest **GPU drivers** (NVIDIA GeForce Experience, AMD Adrenalin).
* Update **Windows & gaming software** for the best experience.
* Adjust **display settings** for high refresh rate and resolution.
* Set up **performance modes** in the laptop's control center (e.g., Turbo, Balanced, Silent mode).

**3. Performance Optimization**

* Enable **Game Mode** in Windows for better performance.
* Use **high-performance mode** in power settings.
* Update **BIOS and firmware** regularly.
* Use **SSD storage** for faster load times.
* Keep **at least 20% free storage** for smooth system operation.

**4. Maintenance & Cleaning Tips**

* Clean the **keyboard and vents** using compressed air.
* Avoid placing the laptop on **soft surfaces** to prevent overheating.
* Apply **thermal paste** every 1-2 years for optimal cooling.
* Store the laptop in a **cool and dry place** when not in use.

**5. Troubleshooting Guide**

|  |  |  |
| --- | --- | --- |
| **Issue** | **Possible Cause** | **Solution** |
| Low FPS in games | Outdated drivers, background apps | Update GPU drivers, close unnecessary apps |
| Overheating | Dust accumulation, high CPU/GPU load | Clean vents, use cooling pad, repaste thermal compound |
| Battery draining fast | High-performance mode, RGB effects | Reduce brightness, disable RGB, lower refresh rate |
| No sound | Driver issues, incorrect settings | Update audio drivers, check sound settings |
| Wi-Fi connectivity issues | Network adapter problem | Restart router, update Wi-Fi drivers |

**6. Battery & Cooling Management**

* Use **battery saver mode** when not gaming.
* Avoid charging the laptop **overnight**.
* Keep fans and air vents **clear of dust**.
* Enable **fan boost mode** for cooling during gaming.

**7. Warranty & Support**

* **Warranty Period:** Typically 1-3 years (varies by brand).
* Covers **manufacturing defects**, excludes accidental damage.
* Check warranty status on the **manufacturer’s website**.

**8. Customer Care Contact Details**

For brand-specific support, contact your manufacturer:

* **ASUS ROG:** 1800-209-0365
* **Alienware (Dell):** 1800-425-2067
* **MSI:** 1800-102-4660
* **Razer:** 1-888-697-2037
* **Acer Predator:** 1800-103-3311
* **HP Omen:** 1800-425-7737
* **Lenovo Legion:** 1800-419-7555

For additional assistance, visit the official website of your gaming laptop brand.