

## Frequently Asked Questions: AuraTech

Q: What operating system do AuraTech phones and laptops use?

A: AuraTech phones run on AuraOS, our customized and optimized version of Android 15, ensuring a seamless and intuitive mobile experience. AuraTech laptops, including the AuraBook and AuraBook Pro lines, come pre-installed with Windows 12, offering robust performance and compatibility for all your computing needs. This blend provides users with familiar yet enhanced interfaces across our ecosystem.

---CHUNK\_BOUNDARY---

Q: Where can I purchase AuraTech products?

A: AuraTech products are available for purchase directly from our official website, [auratech.com](https://auratech.com), offering a complete range of our latest devices and accessories. You can also visit one of our flagship AuraTech stores located across the UK for a hands-on experience and personalized assistance. We are also expanding our retail partnerships, so check our website for updated distributor lists.

---CHUNK\_BOUNDARY---

Q: What is AuraTech's commitment to sustainability?

A: AuraTech is deeply committed to environmental stewardship, integrating sustainability throughout our product lifecycle. We prioritize using recycled and biodegradable materials in our devices and packaging, and design for energy efficiency. We also offer robust recycling programs for old devices, aiming to minimize our environmental footprint from manufacturing to disposal.

---CHUNK\_BOUNDARY---

Q: How do I get technical support for my AuraTech device?

A: For technical support, you can visit the 'Support' section of our website, which features comprehensive troubleshooting guides and FAQs. You can also reach our dedicated support team directly via email at [support@auratech.com](mailto:support@auratech.com) or by phone at 0800-AURA-TECH during business hours. Our AI chatbot is also available 24/7 on our website for instant answers to common queries.

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Q: Can I upgrade the storage or RAM in my AuraBook laptop?

A: For most AuraBook models, the RAM is soldered directly to the motherboard for optimal performance and a slim design, meaning it is not user-upgradable after purchase. However, the internal NVMe SSD storage in some AuraBook Pro models may be user-serviceable for upgrades. Please refer to your specific model's specifications or contact our support team for detailed upgrade compatibility information.