

## Sharp Warranty – LED Displays

The following table outlines Specific Warranty Information for SHARP/NEC LED Displays and must be read in conjunction with SHARP’s Warranty Terms and Conditions and SHARP’s General Manufacturer’s Warranty. SHARP will provide the **DS Care-Return to Base** warranty service for all LED Display products sold. On-Site support can be provided under a Fee for Service arrangement.

Model Series	Warranty
<b>Indoor LED Displays</b> <b>E-Series</b> <b>FE-Series</b> <b>FA-Series</b> <b>PRO-N-Vesa Series</b> <b>PRO-N Series</b>	<p>The term of warranty is from the receipt of goods for three (3) years unless otherwise stated.</p> <p>The warranty applies to Indoor LED Products, including equipment and accessories. Equipment means LED Modules, Controllers, or components thereof. Accessories means electrical and mechanical accessories and options for the LED Equipment or components thereof.</p> <p>Consumables, wear parts, expendable parts and packaging are not covered by this Warranty.</p>
<b>Outdoor LED Displays</b> <b>Elite-Series</b> <b>PRO-E Series</b>	<p>The term of warranty is from the receipt of goods for three (3) years unless otherwise stated.</p> <p>The warranty applies to Outdoor LED Products, including equipment and accessories. Equipment means LED Modules, Controllers, or components thereof. Accessories means electrical and mechanical accessories and options for the LED Equipment or components thereof.</p> <p>Consumables, wear parts, expendable parts and packaging are not covered by this Warranty.</p>

### Troubleshooting to be performed by Customer:

To minimise any disruption associated with the risk of downtime of LED Displays, Sharp/NEC recommends that customers follow the instructions contained within the SHARP/NEC “Troubleshooting Guide”.

## **DS Care-Return to Base procedure during the warranty period (LED Displays):**

Where the Customer's product or a component needs to be returned to SHARP, the Customer must follow the procedure below:

1. Customer completes the online Warranty Service Request Form at <https://www.sharp.net.au/contact-us> with PO number, Customer/Project details, and Warranty Contract ID.
2. A case number will be issued upon completion and submission by email.
3. Once a case number has been issued, SHARP will email you details of the designated carrier who will retrieve the defective product and return it to a SHARP authorised facility.
4. It is the responsibility of the Customer to properly package the return product and surrender the return product to the designated carrier. Please note that the Customer will be held solely responsible for shipping damage that occurs due to the use of inferior packaging material.
5. SHARP strives to keep our repair times to a minimum. Total typical turnaround time will vary on a case by case basis, depending on the region and parts availability;
6. SHARP will return the repaired product to the Customer by a designated carrier;

## **Procedure for out of Warranty products**

### **Where the Customer's product fails outside of the warranty period, the Customer should follow the procedure below:**

1. Customer completes the online Warranty Service Request Form at <https://www.sharp.net.au/contact-us> with PO number, Customer/Project details, and Warranty Contract ID.
2. A case number will be issued upon completion and submission by email.
3. Once a case number has been issued, the Customer should package the faulty products and/or components. The package is to be clearly labelled with the case number, then sent to a SHARP authorised facility (at Customer cost).
4. It is the responsibility of the Customer to properly package the product/parts. Please note that the customer will be held solely responsible for damage that occurs during the shipping process due to the use of inappropriate packaging materials.
5. SHARP will review the returned product/part and should it/they be repairable, SHARP will provide a quotation for the repair work required.

### **Where the Customer accepts the repair quote:**

1. The Customer will need to issue a PO for the agreed repair amount.
2. Once the PO has been received the repair work will commence.
3. SHARP strives to keep our repair times to a minimum; note that total turnaround time will vary on a case-by-case basis, depending on the product, region and parts availability.
4. SHARP will return the repaired product/parts or replacement product/parts to the customer by a designated carrier.

SHARP provides a warranty on the repair work for a period of ninety (90) days from the date of return of the repaired product to Customer.

## Where the Customer rejects the repair quote:

The Customer may either choose to leave the part with SHARP to dispose of, or the Customer can arrange for a designated carrier at their expense to collect the product/parts.

## On-Site Support Service:

SHARP can provide an on-site support service for your LED installation, under a fee for service arrangement.

On supply of a Purchase Order and/or Credit Card information, SHARP will organise an LED specialist technician to attend to your site and assess your installation. Where possible, the specialist technician will resolve any issues with your display and/or advise you on actions required to resolve any issues you may have.

There is a minimum call-out fee of 4 hours.