

Touchboards

205 Westwood Ave, Long Branch, NJ 07740
Phone: 866-94 BOARDS (26273) / (732)-222-1511
Fax: (732)-222-7088 | E-mail: sales@touchboards.com

Promethean **ActivCare**

Your Guide to Hardware Warranty
& Support Services

The **ActivClassroom** *by* PROMETHEAN



Description of Warranty Services	3
Key Warranty Questions	4
Warranty-at-a-Glance Matrix	5
Warranty Resources & Support Links	6

This information applies to products purchased on or after March 1, 2011 and is subject to our Global Hardware Warranty Terms and Conditions, available at www.PrometheanWorld.com/ActivCare/tc

Copyright Information

©2011 Promethean Limited. All rights reserved.

Warranty Services

At Promethean, we understand the importance of providing teachers, schools and IT managers with the support necessary to achieve exceptional results with the ActivClassroom. Promethean ActivCare provides warranty services that keep all our products and systems working at an affordable price to suit all budgets.

We offer a range of support options. Learn which option best suits your needs.



PROMETHEAN STANDARD HARDWARE WARRANTY

This Standard Hardware Warranty accompanies all products (except ActivBoard 300 and 500 Series) covering the first year after purchase*. The Standard Warranty for ActivBoard 300 and 500 Series covers three years from the date of purchase. In order to provide quality support, our Customer Support team will need both proof of purchase and the product serial number. We offer free online support through our Knowledgebase as well as access to telephone support charged at a national call rate (where geographically available). All warranty claims made under this warranty are serviced by Return for Repair.



PROMETHEAN ACTIVCARE

Registering your product with Promethean automatically upgrades your warranty and support to our free premium service, Promethean ActivCare. This offering includes free telephone, e-mail and Knowledgebase support and extends the warranty period. All relevant warranty claims made under this warranty are serviced by Return for Repair.



PROMETHEAN ACTIVCARE PLUS

The following product warranty extensions and enhancements can be purchased for registered Promethean products.

RETURN FOR REPAIR EXTENSION

This option extends the Return for Repair service for products covered under your Standard Warranty to five years.

ADVANCED REPLACEMENT

This upgrade from the standard Return for Repair service is a purchasable five year warranty for relevant products. This service option greatly reduces the time your product is out of action while you wait for replacement products.

ON-SITE SUPPORT

This option upgrades both Return for Repair and Advanced Replacement services to a full, On-Site Support service and is purchased as a five year warranty on relevant products.

Please read on for more information on these warranty enhancements.

What is Return for Repair*? It is a warranty service offered to you as part of Promethean’s Standard Warranty and Promethean ActivCare. Following a diagnostics call with Promethean’s Customer Support, and once the product is declared faulty, a new product will be shipped to you at no charge. The faulty product, however, should be returned at the customer’s expense to Promethean before the new product is shipped. The new product installation expense is the customer’s responsibility. We aim to ship the new product within seven working days of receiving the faulty one back**.

What is Advanced Replacement? This upgrade from the standard Return for Repair service is a purchasable five year warranty for relevant products. This service option greatly reduces the time your product is out of action as the replacement products are shipped at no charge and in advance of the faulty products being returned to Promethean by you. We aim to ship the replacement product within seven working days of the faulty product being reported**. Advanced Replacement is available only in certain countries.

What is On-Site Support? This option upgrades both Return for Repair and Advanced Replacement services to a full, On-Site Support service and is purchased as a five year warranty on relevant products. On-Site Support means that an authorized Promethean Service Provider will come on-site to repair or replace faulty parts. The Service Provider will arrive on-site within three days of the faulty product being reported**. This option is available only in certain countries.

How can I be upgraded to Promethean ActivCare? Registering your product automatically upgrades your warranty from Standard Warranty to Promethean ActivCare. If you are located in the US, your product will be registered by your reseller or installer upon purchase or installation. If you live outside of the US, please contact your reseller or register your product on our Promethean ActivCare website at www.PrometheanWorld.com/ActivCare.

How do I purchase Promethean ActivCare Plus? In order to purchase or learn more about the warranty extensions and enhancements available to you, please contact your reseller, or visit our Promethean ActivCare website for more information. Promethean ActivCare Plus warranties can be purchased at the point of sale of the hardware product, or for a period of ninety days after the date of installation.

Which Promethean ActivCare Plus option is right for my ActivClassroom?

	Return for Repair Extension	Advanced Replacement	On-Site Support
I would like to have access to free telephone and email support	✓	✓	✓
I want to extend the length of my warranty term on my ActivBoard 100 Series	✓		
I want to reduce the waiting time it takes to receive a replacement part or product		✓	✓
I want to avoid having to pay for shipping and installation costs			✓
I want peace of mind by having my product repaired or replaced on-site			✓

*Please see the Warranty Terms & Conditions, available at www.PrometheanWorld.com/ActivCare/tc

**Subject to product availability, courier capability and geographical location.

Warranty-at-a-Glance Matrix

(effective March 1, 2011)

Products*		Standard Warranty ¹ (Non-registered products)	Promethean ActivCare ² (Registered products)	Promethean ActivCare Plus (Purchaseable warranty enhancements for registered products) ⁶		
				5 Years Return for Repair Extension ³ (RFR)	5 Years Advanced Replacement (ARC) ⁴	5 Years On-site Support ⁵
Please note: All time periods listed below are total periods and are not in addition to any other time periods						
Systems	ActivBoard 500 Pro System (Fixed, Adjustable & Mobile)	Please see relevant board, projector and mount/stand details below to establish the warranty applicable to your particular product.				
	ActivBoard 300 & 300 Pro System (Mount, Mount EST, Fixed, Adjustable & Mobile)					
	ActivBoard 100 System (Mount & Mount EST)					
ActivBoards	ActivBoard 500 Pro Range (ActivBoard 587 & 595)	3 Years RFR	5 Years RFR	Included	Available	Available
	ActivBoard 300 & 300 Pro Range (ActivBoard 378, 387 & 395)	3 Years RFR	5 Years RFR	Included	Available	Available
	ActivBoard 100 Range (ActivBoard 164 & 178)	1 Year RFR	2 Years RFR	Available	Available	Available
Projectors	PRM-30 Short Throw (ST) LCD Projector	1 Year RFR	3 Years RFR	N/A	Available	Available
	PRM-35 Short Throw (ST) DLP Projector	1 Year RFR	3 Years RFR		Available	Available
	EST-1 Extreme Short Throw (EST) DLP Projector	1 Year RFR	3 Years RFR		Available	Available
Stands/ Mounts ⁷	Mobile Stand	1 Year RFR	1 Year RFR	N/A	Available	Available
	Adjustable Stand	1 Year RFR	1 Year RFR		Available	Available
	Fixed Stand	1 Year RFR	1 Year RFR		N/A	
	Mount	1 Year RFR	1 Year RFR		N/A	
LRS	ActivExpression	1 Year RFR	N/A			
	ActiVote	1 Year RFR	N/A			
Interactive Tools	ActivArena	1 Year RFR	N/A			
	ActivPanel	1 Year RFR				
	ActivPen	1 Year RFR				
	ActivRemote	1 Year RFR				
	ActivSlate	1 Year RFR				
	ActivTablet	1 Year RFR				
	ActiView	1 Year RFR				
	ActivWand	1 Year RFR				
Audio	ActivSound	1 Year RFR	N/A			
Accessories	Cable Wall Box	1 Year RFR	N/A			
	Remote Controls	1 Year RFR	N/A			
	Dry Erase Boards	1 Year RFR	1 Year RFR	N/A		
	Projector Lamps	3 Years/ 3000 hrs ⁸	3 Years/ 3000 hrs ⁸			

* Please visit www.PrometheanWorld.com/ActivCare/WarrantyList for a list of Promethean's entire warranty offering by product.
Please visit www.PrometheanPlanet.com for support information on your software product.
Please visit www.PrometheanWorld.com/ActivCare/countries for a list of applicable countries.
The information included here is subject to our [Global Terms & Conditions](http://www.PrometheanWorld.com/ActivCare/tc) which are available at www.PrometheanWorld.com/ActivCare/tc.

¹ **Standard Warranty:** Customers will be charged for telephone support. Free access to Promethean's Knowledgebase and email support.
² **Promethean ActivCare:** Free Telephone & Email Support are also available for length of warranty.
³ **Return for Repair Service:** Upon confirmation of a faulty product by Promethean, customer returns faulty part / product to Promethean (or partner), then a replacement part is shipped back to the customer.
⁴ **Advanced Replacement Service:** Upon confirmation of a faulty product by Promethean, Promethean will ship a replacement part / product to the customer in advance of receiving the faulty part back from the customer.
⁵ **On-site Support:** A Promethean service provider repairs or replaces a faulty part on premises.
⁶ Please visit www.PrometheanWorld.com/ActivCare/Enhancements to see a list of Promethean ActivCare Plus offerings on boards & systems.
⁷ When Advanced Replacement or On-Site Support are purchased for a 300 / 300 Pro or a 500 Pro adjustable or mobile system, the stand is also covered by the purchased enhancement.
⁸ Projector lamps are replaced under Advanced Replacement and cover for these lasts either 3 years or 3000 hours whichever comes first.

Touchboards

205 Westwood Ave, Long Branch, NJ 07740
Phone: 866-94 BOARDS (26273) / (732)-222-1511
Fax: (732)-222-7088 | E-mail: sales@touchboards.com

For more information regarding Promethean ActivCare, please visit our website at www.PrometheanWorld.com/ActivCare

If you're interested in purchasing Promethean ActivCare Plus warranty enhancements, please contact your reseller or find out more at www.PrometheanWorld.com/ActivCare/purchase

For general technical support help, please visit our Support page on Promethean Planet to find helpful information and technical support contact numbers for your region at www.PrometheanPlanet.com/support

www.PrometheanWorld.com

