

# InFocus Worldwide Warranty

## InFocus® Limited Warranty

For product purchases effective 1st January 2021

### Warranty Statement

InFocus warrants its products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, InFocus will, at its sole option, repair or replace the product with a similar product. Replacement Products or parts may include remanufactured or refurbished parts or components. The replacement unit will be covered by the balance of time remaining on the customer's original limited warranty. InFocus provides no warranty for any third-party software whether included with the product or installed by the customer, installation of any unauthorized or third party hardware parts or components (e.g. Projector Lamps).

### Dead on Arrival (DOA)

All brand new InFocus products carry a thirty (30) day "Dead on Arrival" ("DOA") warranty policy for the first consumer purchaser. A new replacement unit will be provided if the Product is found to be non-operational within thirty (30) days of purchase and freight shall be covered both ways by InFocus.

### Who the Warranty Protects

This warranty is valid only for the first consumer purchaser, it is nontransferable.

### Warranty Period

Laser Projectors	5 years or 20,000 hours which ever comes first
Lamps and LED Projectors	2 years
Interactive Touch Displays	3 years
OPS and Slotable PC's	1 year
Original Lamp Contained Within Projector	1 year or 1,000 hours which ever comes first
Replacement lamps and Other Accessories	3 months

### What the Warranty Does Not Cover

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
  - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
  - b. Repair or attempted repair by anyone not authorized by InFocus.
  - c. Damage to or loss of any programs, data or removable storage media.
  - d. Software or data loss occurring during repair or replacement.
  - e. Any damage of the product due to shipment.
  - f. Removal or installation of the product.
  - g. Causes external to the product, such as electric power fluctuations or failure.
  - h. Use of supplies or parts not meeting InFocus specifications.
  - i. Normal wear and tear.
  - j. Failure of owner to perform periodic product maintenance as stated in User Guide.
  - k. Any other cause which does not relate to a product defect.
  - l. Damage caused by static (non-moving) images displayed for lengthy periods of time (image burn-in)
  - m. Any third-party software included with the product or installed by the customer.
  - n. Installation of any unauthorized hardware, accessories, consumable parts or components
  - o. Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in product User Guide.

### Obtaining Warranty Service

Submit your request to us online: <https://infocus.com/support/technical-support/> or call your local InFocus support hotline which can be found at: <https://infocus.com/support/contact-us/>. Be sure to read our RMA instruction closely to ensure a smooth and timely process of your report, these will be sent to you with the RMA confirmation.

### Important Note

Products presented for delivery at InFocus repair or logistics center without an assigned RMA will be refused and returned to sender.

Products delivered to InFocus repair or logistics center damaged will be held and customer will be notified. It is the responsibility of sender to file claims directly with their freight carrier company.

### Limitation of Implied Warranties

TO THE EXTENT ALLOWED BY LOCAL LAW, THIS PRODUCT IS PROVIDED TO YOU "AS IS" WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. INFOCUS SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, NONINFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE.

### Exclusion of Damages

INFOCUS'S LIABILITY IS LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE PRODUCT. INFOCUS SHALL NOT BE LIABLE FOR:

- 1) DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECTS IN THE PRODUCT.
- 2) DAMAGES BASED UPON INCONVENIENCE, LOST PROFIT, LOST DATA OR DOWNTIME COSTS, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL LOSS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
- 3) ANY OTHER DAMAGES, WHETHER DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.
- 4) ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.

### Local Law

This warranty gives you specific legal rights, and you may also have other rights which vary from locality to locality. Some localities do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.