

Barco One Year Warranty (Warranty Document)

Barco Used, Refurbished and B-Stock Product Warranty

This Warranty document supplements the Barco Terms and Conditions of Sale [TnC English]. In case of any contradiction or inconsistency, the latter will prevail.

Who is covered?

This warranty is granted to end users operating a Barco product for their own use and not for the purposes of a commercial resale.

What is covered / For how long?

Barco warrants that its products, when delivered in new condition, in original packaging, sold directly or through a Barco authorized partner and used in normal conditions, is free from any defects in manufacturing, materials and workmanship.

The warranty shall apply only to the extent that the products or any parts thereof have been installed and serviced by skilled personnel certified by Barco.

The Warranty shall only apply if the mandatory preventive maintenance actions as described in the technical documentation have been executed.

Warranty starts on the shipment date of products or the date of delivery of the software activation key, as relevant. If Barco is responsible for onsite acceptance (OSAT), warranty starts upon sign off of OSAT or when product is taken into use, whatever starts first.

What is not covered?

The warranty does not apply to consumables (lamps, liquids, filters, reflectors, fans, pumps, batteries, hard disks, etc...) unless explicitly stated otherwise. This warranty does not cover defects resulting from improper or unreasonable use or maintenance, failure to follow operating instructions as mentioned in the technical documentation.

This warranty does not cover defects resulting from accident, unauthorized alteration or modification of the original condition, or product being connected to or used in combination with other equipment, products or systems (hardware and/or software) not compatible with the product or not respecting the installation requirements as defined in the installation manual or user manual (such as high temperatures, humidity, dust, power surges or incorrect voltage supply...).

The warranty does not cover cosmetic damages (scratches, dents, cracks, ...), which have not been claimed within 8 days of the delivery of the goods.

In no event shall Barco be liable for any defects, failures, loss of or damage caused by or resulting from wear and tear, any external cause or event out of Barco's control, use or operation of the product prior to acceptance, any act or negligence of customer or any third party, or any phenomena inherent to the technology used such as image retention, burn-in, vibrations, etc...

The warranty is void if serial numbers, warning labels or original seals are removed, changed or tampered with.

What we will do:

During the warranty period, Barco will, at its sole discretion, repair (at Barco's own or at a Barco certified service center) or replace (using new or refurbished replacement parts) any defect within a reasonable period of time and free of charge. The replaced product, parts and/or components shall become the property of Barco and shall, at our request, be returned to Barco, otherwise invoiced.

Upon request of the customer Barco can send a service engineer onsite to repair the product. The travel time and the travel and living expenses of the service engineer shall be payable by the customer in accordance with Barco's then applicable rates and procedures.

What we will not do:

Pay shipping, insurance or transportation charges from you to us (Barco's own or a Barco certified service center), or pay any import fees, duties and taxes.

What you must do to obtain the Standard warranty service:

Return the product or part using the following procedures:

- (i) Contact your Barco partner or Barco help desk in your country/region (visit Barco.com/support) for specific return and shipping information.
- (ii) Label and ship the product to the address provided by Barco in your country/region. You shall pack the products correctly in the original packaging so as to protect them from transport damage.
- (iii) Place the necessary return material authorization number (RMA number) prominently on the outside of the box. Shipments not bearing a RMA number will be refused.

Please ensure that a backup of any customized data or configurations is made prior to returning the product for repair/replacement. During the repair or replacement process products are reset to their factory configurations and all customized data and configurations will be lost.

Other conditions:

The remedies specified in this warranty document shall constitute customer's sole and exclusive remedy and Barco's sole and exclusive liability for Barco's breach of the warranty hereunder.

Footnotes:

- (1) Return-to-Factory (RTF) (10 TAT; Economy shipment)
Provides repair of covered failed hardware parts. If Barco or Barco's partner technical support determines that there is a hardware part failure or an obvious malfunction and provides a return material authorization (RMA) number, customer can return the part to Barco's designated service centre. Once received, Barco or Barco's Certified Service Centre will repair the product or part with a turnaround time (TAT) of 10 business days, starting from reception day at service center till shipment notification. The repaired or a replacement part will be returned with economy shipment. Customer will pay for the shipment to Barco, while Barco will pay for the shipment back to the customer.
- (2) Help desk business hours
Provides phone, mail or e-support access to technical support engineers who assist in solving issues. Phone support is available during predefined hours (as defined on the Barco web site) in the designated support centres' local time Monday to Friday, excluding national and local holidays observed by Barco.
- (3) Advance Exchange (Next Business Day Economy shipment)
Provides replacement of covered failed hardware parts. If technical phone support determines that there is a hardware part failure or an obvious malfunction and provides a return material authorization (RMA) number, a replacement part will be dispatched on the next business day with economy shipment. It may take several days to reach you. Customs delays may further affect the actual delivery time in certain regions. Once you receive the part, you will be required to return the failed part to Barco within 15 calendar days. Customer will pay for the shipment to Barco, while Barco will pay for the shipment back to the customer.
- (4) Advance Exchange (Next Business Day Express shipment)
Provides replacement of covered failed hardware parts. If technical phone support determines that there is a hardware part failure or an obvious malfunction and provides a return material authorization (RMA) number, a replacement part will be dispatched on the next business day with express shipment. Customs delays may further affect the actual delivery time in certain regions. Once you receive the part, you will be required to return the failed part to Barco within 15 calendar days. Customer will pay for the shipment to Barco, while Barco will pay for the shipment back to the customer.
- (5) Normal light output decrease is excluded. Typically 50% of the initial light output can be expected after 12.000 hrs . Environmental conditions may shorten the lifetime of the light source. The warranty on the laser source is 36 months or 12.000hrs runtime, whichever comes first; all other parts: 36 months.
- (6) Normal light output decrease is excluded. Typically, 50% of the initial light output can be expected after 20.000 hrs. Environmental conditions may shorten the lifetime of the light source. The warranty on the laser source is 36 months or 20.000hrs runtime, whichever comes first; all other parts: 36 months.
- (7) Advance Exchange (best effort delivery economy shipment)
Provides replacement of covered failed hardware parts. If technical phone support determines that there is a hardware part failure or an obvious malfunction and provides a return material authorization (RMA) number, a replacement part will be dispatched on a best effort basis with economy shipment. Customs delays may further affect the actual delivery time in certain regions. Once you receive the part, you will be required to return the failed part to Barco within 15 calendar days. Customer will pay for the shipment to Barco, while Barco will pay for the shipment back to the customer.
- (8) Exchange of parts after reception of defective part (best effort delivery economy shipment)
Provides replacement of covered failed hardware parts. If technical phone support determines that there is a hardware part failure or an obvious malfunction and provides a return material authorization (RMA) number, the defective part can be sent to Barco's designated service center in proper packaging. Upon reception of the defective part, a replacement part will be dispatched on a best effort basis with economy shipment. Customs clearance can delay the delivery in certain regions.
- (9) Normal light output decrease is excluded. Typically, 50% of the initial light output can be expected after 10.000 hrs. Environmental conditions may shorten the lifetime of the light source
- (10) When sold as a bundle with the ClickShare base unit, the Button warranty will be the same as the Base Unit's warranty.