

IMPORTANT NOTICE – These terms and conditions directly affect your rights, obligations, and remedies as an end-user of Planar products. Please read and understand your rights. Use of the Planar product shall be considered acceptance of this warranty.

## Control Room Products - Silver Extended Warranty *North America*

If you have purchased a Silver Extended Warranty for your Planar Control Room product, please review this document for important information. Planar's Silver Extended Warranty is available in 1, 2, 3, and 4 year extensions. The program is a cost-effective means of reducing the downtime, risk, and administration associated with your non-functioning Planar product.

### Features

- Expedited parts replacement via overnight shipping
- Advanced parts replacement
- Complimentary shipping to and from customer
- Unlimited use of the Silver warranty
- Unlimited access to Planar technical support

### Replacement Guidelines

Contact Planar's customer service toll free at 1.866.PLANAR1 (1.866.752.6271). Please have the model number, serial number and original proof-of-purchase available. Planar's Customer Service staff will attempt to correct any minor issues that might be causing the problem. If we are unable to resolve the problem through troubleshooting, a return material authorization (RMA) number will be issued for the defective part and a replacement part will be sent via overnight shipping to the customer. Planar requires the return of the defective part to a Planar Authorized Repair Facility within 30 calendar days.<sup>1</sup>

1. Upon receipt of the replacement part, inspect the packaging and part for shipping damage. Report all damage immediately to the carrier and/or the Planar Service Representative.
2. Follow the processes and procedures provided by Planar Service Representative. If any issue arises during the replacement, contact Planar Service at 1.866. PLANAR1 (1.866.752.6271).
3. After receiving the Advance Replacement part, the Customer will have 30 calendar days from the date of receipt of the Advance Replacement Product, to return the defective, authorized RMA Product to the Planar authorized return facility or they will be charged the current market price for the part. Planar will pay shipping to and from the customer.<sup>2</sup> The Customer should:
  - a. Return the defective Product in the box in which the Advance Replacement Product was shipped.
  - b. Return only the defective part. Planar will not be responsible for returning or replacing any accessories (as mentioned in the Length of Warranty section) that are returned with the defective Product.
  - c. Return the part to the repair location specified by the Planar Service Representative using the return label included in the box with the replacement part. Clearly mark the RMA number on the outside of the box.

<sup>1</sup> If a replacement part is not in stock, Planar may ask the customer to return the part to Planar for repair. Repairs are normally done within 10 business days.

<sup>2</sup> Planar is not responsible for return shipping from any location outside the United States of America.

- d. Drop off the part at any UPS pickup location.

## Length of Warranty

Your Planar Silver Warranty covers the parts of your Control Room product, but do not cover the consumables, including but not limited to, lamp or filters. Customers are responsible to purchase consumables separately and are not covered under the Silver Extended Warranty. All other accessories, which includes, but is not limited to, cables, remotes, and other peripherals or accessories included with the Product, are warranted for ninety (90) days. Warranty begins upon date of shipment of Product from a Planar warehouse. Replacement lamps purchased at the time of Product purchase will have a 1 year warranty. Warranty valid for the following products: c50SP(i), c67SP(i), c70SPw(i), c50X(i), c67X(i), Lion UXL, Lion XL, Puma UXP, Puma XP, Puma X, Margay.

## Who the Warranty Protects

This warranty is valid only for the first consumer purchaser. Customer may be required to provide evidence of proof of purchase.

## Silver Warranty Exclusions

The following conditions or circumstances are not covered under the terms of Planar's warranty:

1. Planar is unable to deliver to PO Box and FPO Box addresses.
2. Any Product, on which the serial number has been defaced, modified or removed.
3. Travel time or other labor incurred by Customer in the event of Product failure.
4. Damage, deterioration or malfunction resulting from:
  - A. Accident, abuse, misuse, neglect, improper ventilation, fire, water, disaster, lightning, or other acts of nature, smoke exposure (cigarette or otherwise), unauthorized product modification (including use of an unauthorized mount), or failure to follow instructions supplied with the Product.
  - B. Repair or attempted repair by anyone not authorized by Planar.
  - C. Any damage to the Product due to shipment.
  - D. Any damage during the removal or installation of the product.
  - E. Causes external to the product, such as electric power fluctuations or failure.
  - F. Use of supplies or parts not meeting Planar's specifications.
  - G. Normal wear and tear.
  - H. Consumables including, but not limited, lamps and filters.
  - I. Customer caused defects, including but not limited to scratches/defacing of the product.
  - J. Failure to follow maintenance procedures as outlined in the Product's user guide where a schedule is specified for regular maintenance of the Product.
  - K. Any other cause, which does not relate to a Product defect.
5. Removal, installation, and set-up service charges, not authorized by a Planar support representative.

## Miscellaneous Return Issues

1. Planar will not accept returned Product unless an RMA number has been previously issued by Planar.
2. If the defective Product is returned and deemed to be covered by one of the warranty exclusions, Planar reserves the right to charge the Customer an amount not to exceed the MSRP.
3. If Product is returned and is deemed to be a No Fault Found (NFF) unit, Planar reserves the right to charge Customer for cost incurred by Planar.
4. It is the responsibility of the Customer to properly package the defective Product and ship it to the address provided by the Customer Service representative with the RMA number prominently displayed. If the defective Product is not properly packaged by Customer and is damaged in transit during its return to Planar, depending on method used, the Customer may be charged for either the repair costs, if repairable, or the MSRP of a replacement Product.



5. The replacement Product will assume the remainder of the original Product's warranty or 90 days, whichever is longer.
6. Replacement accessories will assume the remainder of the original 90 day warranty or 30 days, whichever is longer.
7. The Customer agrees to retain the replacement Product and that the Customer's defective Product becomes the property of Planar.

For additional information or the name of the nearest Planar service center, contact your Planar distributor or call Planar (toll free) at 1.866.PLANAR1 (1.866.752.6271) or email us at [ts@Planar.com](mailto:ts@Planar.com).

### **Limitation of Implied Warranties**

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

### **Exclusion of Damages**

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

- 1) DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECTS IN THE PRODUCT, DAMAGES BASED UPON INCONVENIENCE, 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 THEIR POSSIBILITY OF SUCH DAMAGES.
- 2) ANY OTHER DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.
- 3) ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.
- 4) ANY VERBAL WARRANTY ASSURANCES MADE BY A PLANAR EMPLOYEE OR A PLANAR AUTHORIZED RESELLER THAT CONFLICTS OR ENHANCES THE WRITTEN WARRANTY INCLUDED HEREIN.

### **Effect of Local Law**

This warranty gives you specific legal rights, and you may 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. California residents are subject to an Electronic Waste Recovery Act Fee for some service offerings.