

**IMPORTANT NOTICE** - These terms and conditions directly affect your rights, obligations and remedies as an end-user of Planar products. As used here, “end-user” means use of the products for your personal use only and excludes resale, rental, lease or transfer of any kind. Please read and understand your rights. Use of the Planar product will be considered acceptance of this warranty and acceptance of the end user license terms for any included software.

## **Planar LB and LC Open-Frame Monitors – Standard Warranty**

Planar LB and LC OpenFrame products (“Product(s)”) feature a 1-year limited warranty including 1-year parts and 1-year labor. This warranty period begins on the date of Planar’s initial shipment of the Product.

This warranty does not cover any accessories that may be provided with the Product, including but not limited to cables and any other peripherals. (Such accessories are warranted for ninety (90) days after Planar’s initial shipment of the Product; see the Accessory Warranty at [www.planar.com/support](http://www.planar.com/support).)

### **Limited Hardware Warranty**

Planar warrants the Products to be free from defects in material and workmanship during the warranty period noted above. If, in Planar’s determination, a Product proves to be defective in material or workmanship during the warranty period, Planar will, at its sole option, either (1) repair the Product or replace it with a similar new or refurbished Product as further described below, or (2) in the event that replacement or repair of the Product is not commercially feasible, refund a pro-rata share of the then current MSRP of the Product (or a similar product if the Product is no longer available) as determined by the amount of time remaining in the warranty period. MSRP is defined as the most recent Product price listed at [www.planaronline.com](http://www.planaronline.com).

### **Who the Warranty Protects**

This warranty is valid only for the first end user purchaser and excludes resale, rental, lease or transfer of any kind. You may be required to provide evidence of proof of purchase.

### **Important Information for Returning Hardware**

- 1) Planar will not accept returned Product unless an RMA number has been previously issued by Planar.
- 2) A replacement Product will assume the remainder of your original Product’s warranty or 90 days from Planar’s return Product ship date, whichever is longer.
- 3) Upon receipt, you agree to retain the replacement Product and that your defective Product becomes the property of Planar.
- 4) It is your responsibility 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 Product is not properly packaged and is damaged in transit during its return to Planar, depending

on method used, Planar will not be liable for any damages and you may be charged for either the additional repair costs, if repairable, or the price of a replacement Product.

## **Warranty Exclusions**

The following conditions or circumstances are not covered under the terms of this limited hardware warranty for the Product set forth herein:

- 1) Delivery to P.O. Box, APO Box and FPO Box addresses.
- 2) Any Product on which the serial number has been defaced, modified or removed.
- 3) Replacement rental costs incurred by you 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. 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. Defects caused by you, including but not limited to, scratched, cracked, defaced or altered plastics or glass.
  - i. Failure to follow maintenance procedures as outlined in the Product's user guide where a schedule is specified for regular cleaning of the Product.
  - j. Opening the Product, tampering with internal circuitry, and/or removing or replacing any internal components or parts.
  - k. Product that has been resold or transferred by other than an authorized Planar dealer, rented, leased, lost, stolen or discarded.
  - l. Any other cause, which does not relate to a Product defect.

- 5) Occurrence of (a) "image retention" due to extended display of static images; or (b) "image clearing" due to exposure to excessive ambient front surface display temperature beyond the LCD panel manufacturers operating temperature limit.
- 6) Removal, installation and set-up service charges.

For additional information or the name of the nearest Planar service center, contact your Planar dealer or call Planar (toll free) at **1-866-PLANAR1 (1-866-752-6271)** (toll free) or at (1-503-748-5799) or email us at [PlanarSupport@Planar.com](mailto:PlanarSupport@Planar.com).

## **Planar Replacement Guidelines**

Contact Planar's customer service (toll free in the U.S.) at **1-866-PLANAR-1 (1-866-752-6271)** or in Europe at **+358 9 420 01** (or fax to +358 9 420 0200) or by email to [PlanarSupport@Planar.com](mailto:PlanarSupport@Planar.com). You must 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 fix the issue to your satisfaction, a return material authorization (RMA) number will be issued. You will then return the Product as outlined above. Planar will validate the defect, and return a replacement product to you. Planar's typical turn-around time is ten (10) business days.

## **Extended Warranty Options**

Contact Planar for information on extended warranty options at our website: [http://www.planar.com/support/warranty/service\\_plans](http://www.planar.com/support/warranty/service_plans) or call us at **1-877-MPLANAR (1-877-675-2627)** or email us at [premiumservices@Planar.com](mailto:premiumservices@Planar.com).

## **No Implied Warranties**

PLANAR OFFERS NO WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN. PLANAR DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OR ANY WARRANTY ASSURANCE MADE BY A PLANAR EMPLOYEE OR A PLANAR AUTHORIZED RESELLER THAT CONFLICTS WITH OR ENHANCES THE WRITTEN WARRANTY INCLUDED HEREIN.

## **Exclusion of Damages**

PLANAR'S TOTAL LIABILITY RELATED TO THE PRODUCT IS LIMITED TO ONE OF THE FOLLOWING REMEDIES, WHICH WILL BE CHOSEN IN THE SOLE DISCRETION OF PLANAR: (1) REPAIR OF THE DEFECTIVE PRODUCT OR REPLACEMENT WITH A SIMILAR NEW OR REFURBISHED PRODUCT OR (2) REFUND OF THE LESSER OF A PRO-RATA SHARE OF THE CURRENT MSRP AS DETERMINED BY THE REMAINDER OF THE WARRANTY PERIOD OR THE DEPRECIATED VALUE OF THE PRODUCT BASED ON THE MSRP IF REPLACEMENT OR REPAIR OF THE PRODUCT IS NOT COMMERCIALY FEASIBLE IN PLANAR'S SOLE OPINION.

IN NO EVENT WILL PLANAR BE LIABLE FOR: 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, OR LOSS OF GOODWILL; ANY LOSS,

CORRUPTION OR MISUSE OF INFORMATION (AS DEFINED ABOVE); INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR ANY OTHER COMMERCIAL LOSS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN NO EVENT WILL PLANAR BE LIABLE FOR ANY OTHER DAMAGES, WHETHER INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, STATUTORY OR OTHERWISE, INCLUDING ANY CLAIM BROUGHT AGAINST YOU BY ANY OTHER PARTY.

### **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.