



# STANDARD LIMITED WARRANTY

## 3-YEAR – LEYARD LED PRODUCTS

**Important Notice** - These terms and conditions directly affect your rights, obligations and remedies as an end user of products from Leyard and Planar. 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 Leyard and Planar product will be considered acceptance of this warranty and acceptance of the end user license terms for any included software.

The 3-Year Standard Limited Warranty is provided free of charge with the purchase of any of the following Leyard and Planar LED video wall product families (the “Product”):

Leyard® DirectLight® X LED  
Video Wall System  
Leyard® TWA Series

Leyard® DirectLight® LED  
Video Wall System  
Leyard® TWS Series

Planar® DirectLight® LED  
Video Wall System

### Eligibility

The 3-Year LED Products Standard Limited Warranty applies to above-listed Leyard and Planar products purchased on or after the effective date noted below. Leyard and Planar reserve the right to change the terms of this warranty. Such changes will apply to covered Leyard and Planar products purchased on or after the effective date of the revised warranty.

This Standard Limited Warranty covers products purchased from Leyard and Planar or a Leyard and Planar authorized dealer or distributor and is valid only for the original customer who purchased the covered product. The dealer or distributor may contact Technical Support on the end user’s behalf in the event of a product defect. This warranty is not transferable. You may be required to provide evidence of proof of purchase.

This standard warranty includes:

- 3-year protection from defects in material and workmanship
- Advanced shipment of replacement parts or products (excluding LED modules)
- Access to 24x7 emergency phone support

### Limited Warranty Coverage

Leyard and Planar warrant the Products to be free from defects in material and workmanship during the warranty period. If, in Leyard and Planar’s determination, a Product part is defective in material or workmanship during the warranty period, Leyard and Planar will replace the defective part with a similar new or refurbished part. If the issue is deemed a defect in the processor, Leyard and Planar will replace the Product with the same or similar new or refurbished product. If replacement of the part or product is determined by Leyard and Planar to not be commercially feasible, Leyard and Planar will refund a prorated share of the purchase price (calculated based on the remainder of the warranty period and the then-current MSRP of the same or similar product). MSRP is defined as the most recent product price listed on Leyard and Planar’s price list.

### Length of Warranty Coverage

The Products are warranted for three years from the date of shipment from Leyard and Planar.

All accessories, Field Replaceable Units (FRUs) and components (including but not limited to cables, power supplies and boards) purchased at the time of the initial product purchase are warranted for three years from the date of shipment from Leyard and Planar.

All accessories, FRUs and components purchased after the initial product purchase are warranted for 90 days from the date of shipment from Leyard and Planar.

## Replacement Guidelines

Leyard and Planar's LED products are designed to be serviced only by Leyard and Planar technicians or by authorized partners that have completed Leyard and Planar product certification training. Authorized partners and end-user customers may contact Leyard and Planar in the event of a product defect.

Upon discovering a problem with the product, please follow the warranty replacement procedure below:

1. Contact Leyard and Planar Technical Support via email or phone.
  - By email: [ts@planar.com](mailto:ts@planar.com) (In North America) or [emeats@planar.com](mailto:emeats@planar.com) (Outside North America)
  - By phone: +1 866 752 6271 (In North America) or +33 5 63 78 38 10 (Outside North America)
2. Provide the serial number, product model number, project number (if provided), purchase date, description of the problem and troubleshooting steps already attempted.
3. Leyard and Planar Technical Support will attempt to correct any minor issues that might be causing the problem. If Leyard and Planar are unable to resolve the problem through troubleshooting and can confirm that the claim is being made during the warranty period, a return material authorization (RMA) number will be issued for the defective part or product and an Advance Replacement will be sent to the customer for parts other than LED modules. Due to the nature of LED technology, LED cabinets and modules may need to be returned to our facility for repair or possible replacement.
4. Leyard and Planar will ship the replacement part or product via ground shipping (or the least expensive shipping method). The Customer is responsible for excess charges for any other method of shipping requested.
5. Upon receipt of the replacement part or product, the customer should inspect the packaging and materials for shipping damage. Report all damage immediately to the carrier and/or a Leyard and Planar Service Representative.
6. The Customer will have 30 days from the date of receipt of the Advance Replacement part or product to return the defective part or product to the authorized return facility. If it is not returned within this time, Leyard and Planar will invoice the customer and the customer will pay the current market price of the Advance Replacement part or product within 30 days from the invoice date. Leyard and Planar reserve the right to refuse warranty service for a past due account.
7. Customer will:
  - a. Return the defective part or product in the box in which the Advance Replacement part or product was shipped. LED cabinets and modules must be shipped on a pallet in a vertical position.
  - b. Return only the defective part or product. Leyard and Planar will not be responsible for returning or replacing any Accessories or other items returned with the defective product.
  - c. Return the part to the repair location specified by the Service Representative. Clearly mark the RMA number on the shipping box. Verify that the RMA number on the shipping box matches the RMA number for the defective part being returned.
  - d. The Customer is responsible for all return shipping charges, including but not limited to freight charges, taxes, duties and insurance.

## Warranty Exclusions

This Standard Limited Warranty does not include or is limited by the following:

1. Products not purchased from Leyard and Planar or an authorized Leyard and Planar distributor or dealer.
2. Labor or travel costs for installation, set-up, repair, adjustment to display settings, removal, re-installation or other labor costs incurred by customer.
3. Shipment delivery time and availability may vary based on origin and destination. We are unable to deliver to PO Box and APO/FPO Box addresses.
4. Rental costs incurred by the customer.
5. Any product on which the serial number has been defaced, modified or removed.

6. Product that has been resold, transferred, rented, leased, lost, stolen or discarded.
7. Any software, including but not limited to the operating system.
8. Damage, deterioration or malfunction resulting from:
  - a. Accident, abuse, misuse, neglect, improper ventilation & cooling, 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 other than Leyard and Planar.
  - c. Any damage to the product during or due to shipment.
  - d. Any damage during the installation, removal, disassembly and reassembly of the product by customer.
  - e. Causes external to the product, such as electric power fluctuations or failure.
  - f. Use of supplies or parts not meeting Leyard and Planar's specifications.
  - g. Normal wear and tear and normal pixel level fall-out associated with fine pitch LED technology.
  - h. Customer caused defects, including but not limited to damaged LEDs resulting from hitting the edge or scratching along the front.
  - i. Any non-uniformity caused by long-term 24/7 operation of the video wall with heavily contrasting static content.
  - 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. Operating the display outside the suggested normal usage conditions stated in the User Guide.
  - l. Software or accessory malfunction.
  - m. Any other cause not related to a defect in material or workmanship.

### **Miscellaneous Return Issues**

1. Leyard and Planar will not accept returned product unless the RMA number previously issued by Leyard and Planar is shown on the outside of the box.
2. If the defective product is returned and determined to be excluded from warranty under any of the exclusions listed above, Leyard and Planar reserve the right to charge the customer an amount not to exceed the MSRP.
3. If product is returned and is determined to be a No Fault Found (NFF) unit, Leyard and Planar reserve the right to invoice the customer for any costs incurred by Leyard and Planar.
4. It is the responsibility of the customer to properly package the defective product and ship it to the address provided by the Leyard and Planar Customer Service representative with the RMA number prominently displayed. If the defective Product is not properly packaged and is damaged in transit during its return to Leyard and Planar, the customer may be charged for either the repair costs, if repairable, or the MSRP of a replacement product.
5. Replacement parts or product will assume the remainder of the original product's warranty or 90 days from the date of shipment, whichever is longer.
6. Customer agrees to retain the replacement part or product delivered by Leyard and Planar and that the returned defective part or product becomes the property of Leyard and Planar.

For additional information or the name of the nearest Leyard and Planar service center, contact your Leyard and Planar distributor or Leyard and Planar directly:

- By phone: +1 866 752 6271 (In North America) or +33 5 63 78 38 10 (Outside North America)
- By email: [ts@Planar.com](mailto:ts@Planar.com) (In North America) or [emeats@planar.com](mailto:emeats@planar.com) (Outside North America)

## Expanded Product Service Plans and Professional Service Options

Leyard and Planar offer expanded product service plans and professional service options for purchase by the customer. Contact Leyard and Planar for information:

- By phone: +1 866 752 6271 (In North America) or +33 5 63 78 38 10 (Outside North America)
- By email: [ts@planar.com](mailto:ts@planar.com) (In North America) or [emeats@planar.com](mailto:emeats@planar.com) (Outside North America)

## Exclusion of Implied Warranties

LEYARD AND PLANAR PROVIDE NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, EXCEPT THOSE EXPRESSLY PROVIDED HEREIN. LEYARD AND PLANAR EXPRESSLY DISCLAIM ALL OTHER WARRANTIES AND CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS OF TITLE, NONINFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

## Limitation of Liability; Exclusion of Damages

LEYARD AND PLANAR'S MAXIMUM AGGREGATE LIABILITY UNDER THIS WARRANTY IS LIMITED TO ONE OF THE FOLLOWING REMEDIES:

- (1) REPLACEMENT WITH A SIMILAR NEW OR REFURBISHED PRODUCT, OR
- (2) REFUND OF A PRORATED SHARE OF THE CURRENT MSRP AS DETERMINED BY THE REMAINDER OF THE WARRANTY PERIOD IF REPLACEMENT OF THE PRODUCT IS NOT COMMERCIALY FEASIBLE IN LEYARD AND PLANAR'S SOLE OPINION.

LEYARD AND PLANAR WILL NOT BE LIABLE FOR DAMAGE TO OTHER PROPERTY OR FOR DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, ANY LOSS, CORRUPTION OR MISUSE OF DATA OR OTHER INFORMATION, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL OR FINANCIAL LOSS, EVEN IF LEYARD AND PLANAR ARE AWARE OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF A REMEDY HAS FAILED OF ITS ESSENTIAL PURPOSE.

LEYARD AND PLANAR WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL, PUNITIVE OR ANY OTHER TYPE OF DAMAGES, WHETHER THE CLAIM IS BASED ON CONTRACT, TORT, PRODUCT LIABILITY, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER LEGAL OR EQUITABLE THEORY.

LEYARD AND PLANAR WILL NOT BE LIABLE FOR ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.

LEYARD AND PLANAR WILL NOT BE LIABLE FOR ANY VERBAL WARRANTIES OR ASSURANCES MADE BY A LEYARD AND PLANAR EMPLOYEE OR AUTHORIZED DEALER/DISTRIBUTOR THAT CONFLICTS WITH OR ENHANCES THE WRITTEN WARRANTY INCLUDED HEREIN.

## Effect of Local Law

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