



Limited Warranty Coverage

For the following products

| X-series |

Congratulations on purchasing an Avocor display! Avocor is pleased to extend the following limited warranty to the original end-user customer of our products.

Avocor warrants to the first end user customer that the product, when shipped in its original container, will be free from defective workmanship and materials, and agrees that it will, for a period of **three (3) years** from the date of purchase, repair or replace the defective product or part thereof, at Avocor's discretion, with a new or equivalent at no charge to the customer.

Except as specified herein, this warranty covers all defects in material or workmanship in the product.

Advanced Field Replacement (AFR) service is included as part of this warranty.

AVOCOR'S LIABILITY FOR ANY DEFECTIVE PRODUCT IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE PRODUCT AT AVOCOR'S DISCRETION. REPLACEMENT PARTS OR PRODUCTS MAY BE NEW OR 'LIKE NEW' UNDER THE CONDITIONS SPECIFIED BELOW. All parts or products removed under this warranty become the property of Avocor.

The replacement part or product is warranted for the remainder of the original limited warranty period or thirty days from shipment, whichever is longer.

LIMITATIONS ON WARRANTY COVERAGE, DURATION, AND SERVICES MAY SOMETIMES VARY BASED ON THE LAWS OF SPECIFIC REGIONS, STATES, AND COUNTRIES. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTON TO JURISDICTION.



COVERAGE

Avocor Technical Support team can be reached through email, phone, or our website. Prior to contacting Avocor, please verify the equipment compatibility and check for any recent firmware update(s).

To receive warranty service, the customer must contact Avocor with the original dated bill of sales as proof of purchase. In the event no proof of purchase can be provided to Avocor, the limited warranty coverage shall be based on the manufacturing date identified on the Product.

Customer must have the Product's model number, serial number, date of purchase, problem description, and the date of the original installation available. After the reported problem is initially determined by Avocor's Technical staff, the Product shall be sent to Avocor for further analysis to determine if it is indeed defective, and a Return Material Authorization (RMA) number will be issued to Customer.

Some issues can be resolved with a replacement part that can be installed/replaced by the customer. These replaceable parts, Customer Replaceable Parts, refer to parts, such as DvLED tiles, that can be installed or replaced easily by the customer themselves or a trained service technician. Customer Replaceable Parts require the defective part to be returned to Avocor. If the defective part is not returned to Avocor within thirty (30) days of receipt, the customer will be charged for the part.

Customer must clearly mark the RMA# on the return package. Unauthorized return or returns delivered via Pay Upon Delivery (C.O.D.) will be rejected. Final determination of Warranty status will be reported to Customer following physical product evaluation. If the failure/damage is not considered to be a manufacturing defect or not covered by the Limited Warranty, Customer shall be notified promptly of the status and the estimated repair fees.

Avocor is not liable for any damage that occurs during a return due to improper packing, shipping, or any other issues. All returned products or parts must be properly packed with double-layer packaging based on recommended materials like foam and other foam-made protective packaging materials.

No guarantee is made or implied that replacement parts or repairs made to failed units will match in color and/or brightness.



This limited warranty does not include labor charges to remove or install dvLED products or to conduct field repairs. Avocor shall bear the cost of all in-bound and out-bound shipping under this limited warranty, but shall not be responsible for expedited shipping costs, risk of loss on parts returned to Avocor —including shipping damage or loss and return of the defective Part(s) to Avocor and/or any other costs associated with installation, removal, or re-installation of the Part(s)

Exclusions

This warranty does not apply to any cosmetic or consumable items of the Product or if the serial number or model number affixed to the Product has been removed, defaced, changed, altered or tampered with.

This warranty does not cover installation, signal reception problems, potential incompatibility with peripheral devices, or acts of nature. Avocor does not warrant nor shall it be liable for Products which have been subject to abuse, including, but not limited to, improper voltage, accident, misuse, negligence, lack of reasonable care, alteration, modification, tampering, improper installation, shipping damage, operation or maintenance or any damages or defects caused by repairs or attempted repairs performed by anyone other than Avocor personnel or an Avocor-authorized servicer. This warranty also excludes any damage to product glass due to pressure, abrasion, scratches, or actions otherwise beyond normal operation of the product that would cause screen mura and image retention. Please refer to Avocor's pixel policy for warranty guidelines on pixel related issues.

Normal wear and tear and natural aging of parts, including but not limited to LEDs, Damaged LEDs resulting from hitting the edge or scratching along the front, connected devices, sockets, etc., Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in). Removal, installation, and set-up service charges, including wall-mounting of product. Natural reduction in brightness and/or color under normal operation might be expected and shall not be considered to be defective. Slight differences in brightness and color without compromising the product functionality might be expected and shall not be considered to be defective. Differences in brightness and color for different batches of products might be expected and shall not be considered to be defective.

Concealed Damage

It is the customer's responsibility to inspect new product(s) at the time of delivery. If packaging is found damaged *at the time of delivery*, the Customer should refuse delivery and note on the delivery receipt the product and details pertaining to damage. The Customer may accept



packages with minor damage but must take note of product details and damage on the delivery receipt.

If patent or obvious physical damage is detected *after delivery is accepted* and a “clean” or unmarked delivery receipt was returned, it is the customer’s responsibility to file an insurance claim to the shipping provider according to the requirements set forth in the shipping provider's policy.

If the product packaging is clean and undamaged, but patent or obvious physical damage is found on the product, the customer must report the damages to their product distributor, shipper, or seller, within the policy guidelines of the distributor, shipper, or seller.

If freight was arranged by Avocor, and patent or obvious physical damage to the packaging is not detected but found on the product or product accessories upon inspecting the product, the customer must report the damages to Avocor within 10 calendar days after the delivery date to receive warranty services.

Customer Data

If the customer’s product is capable of storing software programs, data, and other information, it is the customer’s responsibility to protect its contents against operational failure. It is also the customer’s responsibility to keep a separate backup of the contents and remove all personal information and disable security passwords prior to delivering a product for warranty service. ANY PERSONAL CONTENT WILL BE DELETED AND STORAGE MEDIA WILL BE REFORMATTED IN THE COURSE OF WARRANTY SERVICE.

AVOCOR SHALL NOT BE LIABLE, OR IN ANY WAY RESPONSIBLE, FOR ANY INCIDENTAL OR CONSEQUENTIAL ECONOMIC OR PROPERTY DAMAGE. SOME REGIONS DO NOT ALLOW LIMITS ON WARRANTIES OR ON REMEDIES FOR BREACH IN CERTAIN TRANSACTIONS; IN SUCH REGIONS, THE LIMITS HEREIN MAY NOT APPLY. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. AVOCOR DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE.



SERVICES

Technical Support: The Customer must contact Avocor Technical Support, via email at service@avocor.com in order to initiate an RMA or another warranty service. Customer agrees to cooperate with Avocor: (A) to notify Avocor promptly of any defect, error or Hardware Product malfunction and to submit to Avocor such information that Avocor may reasonably require to reproduce the error or Hardware Product malfunction was discovered; (B) to follow Avocor's guidelines to troubleshoot reported faults on the defective product(s); (C) to install, if requested by Avocor and within Customer security guidelines, a network connection that will be made available to Avocor for the purpose of resolving problems, reviewing Customer use of software, or for any other reasonable purpose; (D) to have a certified technician repair or replace defective parts under Avocor's guidance; (E) to notify Avocor of any additional hardware or software not purchased from Avocor that may be used in conjunction with the Hardware Product.

Onsite services: If Avocor deems the Product repairable, it will, at its discretion, send a technical support representative and/or technician to provide onsite repair or replacement service for any repairable or replaceable parts. The customer may be asked to provide access to, and to assist in the handling of, the Product as deemed necessary by Avocor, under the instruction of the field representative or technician.

Advance Field Replacement (AFR): Avocor will ship a like-new or refurbished replacement product to the customer, at its discretion, if the product defect is determined to be unrepairable. The Customer must provide the display model and serial number and will be asked to provide contact details for the shipment. Upon approval, Avocor will ship the replacement product to the customer's site.

AFR Guidelines: At the time of the new product's arrival to the customer, it is the customer's responsibility to facilitate the deinstallation of the defective product, installation of the replacement product, and packing of the defective product in either its original packaging or the packaging of the replacement, and then send the defective back with the same driver that delivered the replacement product on that same day. If the customer is not able to perform the same-day swap they will incur the cost of freight. Additionally, if the product is not returned within 15 business days, the customer will be invoiced in full for the replacement product.

SHIPMENTS TO CERTAIN INTERNATIONAL LOCATIONS MAY NOT BE SUBJECT TO THE ABOVE AFR GUIDELINES. CONTACT SUPPORT FOR FURTHER DETAILS.

Defective on Arrival (DOA): If the Product is determined by Avocor to be defective within the first 90 days of the initial purchase by the Customer, it is deemed Defective on Arrival (DOA). In the case of a DOA, the Customer will be provided a brand-new equivalent Product. In the case that an



RMA is issued after the 90 DOA period, the defective product will be replaced with a refurbished "like new" equivalent product, if available.

Repair with Expired Warranty: Avocor offers repair services, at cost to the Customer based on time and materials, for products with expired warranty. Customer will be responsible for all shipment costs.

For more information, please email at service@avocor.com.

