



## Three-Year Limited Warranty

For the following products

H-series | G-series | F-series | E-series | W-series | S-series | A-series | K-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.

### COVERAGE

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.

FOR CUSTOMERS IN EDUCATION IN THE UK, the limited warranty period is automatically extended to a period of **five (5) years**.

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 JURISDICITON TO JURISDICTION.**



## 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.

The Avocor Core-Series products are rated for 16/7 usage; they must be powered off for at least 8 hours after every 16 hours of usage in a 24-hour period to comply with this warranty policy. Any damage or fault caused by improper usage will not be covered under warranty.

## 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 model and details pertaining to the damages. 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 inspection, 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](mailto:service@avocor.com) in order to initiate an RMA or another warranty service. As part of this agreement, the 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.



**Return merchandise authorization / Return To Base (RMA / RTB):** Avocor may, at its discretion, ship the Product to an Avocor Service Center for inspection, troubleshooting, and the replacement or repair of parts. If the product is deemed unrepairable, Avocor may, at its discretion, provide the customer with an equivalent, like-new, replacement product, or a credit for the cost of purchase.

**RMA/RTB Terms:**

1. The Customer must submit the RMA Agreement form with a valid proof of purchase to Avocor Support before receiving warranty services.
2. The Customer bears the cost of shipping faulty product to the designated Avocor Service Center, and Avocor bears the cost of shipping repaired product back to the Customer. Packing material may be provided by Avocor at a cost to the Customer if the Customer does not have suitable material (factory carton and a suitable pallet).
3. The Customer bears all responsibility and cost for the de-installation and packing of faulty product, and the unpacking and installation of repaired product.

**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 Terms:**

1. The Customer must submit the AFR Agreement form with a valid proof of purchase to Avocor Support before receiving warranty services.
2. Avocor bears responsibility for all costs related to shipping faulty or repaired product, however, packing material may be provided by Avocor at a cost to the Customer if the Customer loses the replacement product's carton, carton-contents, and/or pallet.
3. 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. IF THE PRODUCT IS NOT RETURNED TO AVOCOR WITHIN 21 CALENDAR DAYS, AVOCOR HOLDS THE RIGHT TO CHARGE THE CUSTOMER IN FULL FOR THE REPLACEMENT PRODUCT AND RELATED SHIPPING COSTS.

**SHIPMENTS TO CERTAIN INTERNATIONAL LOCATIONS MAY NOT BE SUBJECT TO THE ABOVE AFR GUIDELINES. CONTACT SUPPORT FOR FURTHER DETAILS.** Shipping and/or handling charges may apply, at Avocor's discretion, to remote or secluded destinations where common commercial couriers do not deliver; to the shipment of large, oversized, cubed, or heavy items; or to items that require special handling.



**Our delivery service is limited to the first floor of the delivery address. We are unable to deliver products that require removal of the product from the pallet. 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.

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*For more information, please email [service@avocor.com](mailto:service@avocor.com).*

