

Barco Standard Warranty (Warranty Document)

This Warranty document supplements the Barco Terms and Conditions of Sale [\[TnC English\]](#). In case of any contradiction or inconsistency, the latter will prevail.

Who is covered?

This warranty is granted to end users operating a Barco product for their own use and not for the purposes of a commercial resale.

What is covered / For how long?

Barco warrants that its products, when delivered in new condition, in original packaging, sold directly or through a Barco authorized partner and used in normal conditions, is free from any defects in manufacturing, materials and workmanship.

The warranty shall apply only to the extent that the products or any parts thereof have been installed and serviced by skilled personnel certified by Barco.

The Warranty shall only apply if the mandatory preventive maintenance actions as described in the technical documentation have been executed.

Warranty starts on the shipment date of products or the date of delivery of the software activation key, as relevant. If Barco is responsible for onsite acceptance (OSAT), warranty starts upon sign off of OSAT or when product is taken into use, whatever starts first.

The warranty period and warranty entitlements are stated in the warranty rider below.

For software, repairs and purchased spare parts 3 months warranty apply, unless specified otherwise in the warranty rider below. Any third party product or any part thereof which Barco merely resells with its products or services is subject to the original manufacturer's warranty unless specified otherwise in the warranty rider.

What is not covered?

The warranty does not apply to consumables (lamps, liquids, filters, reflectors, fans, pumps, batteries, haddisks, etc...) unless explicitly stated otherwise. This warranty does not cover defects resulting from improper or unreasonable use or maintenance, failure to follow operating instructions as mentioned in the technical documentation.

This warranty does not cover defects resulting from accident, unauthorized alteration or modification of the original condition, or product being connected to or used in combination with other equipment, products or systems (hardware and/or software) not compatible with the product or not respecting the installation requirements as defined in the installation manual or user manual (such as high temperatures, humidity, dust, power surges or incorrect voltage supply...).

The warranty does not cover cosmetic damages (scratches, dents, cracks, ...), which have not been claimed within 8 days of the delivery of the goods.

In no event shall Barco be liable for any defects, failures, loss of or damage caused by or resulting from wear and tear, any external cause or event out of Barco's control, use or operation of the product prior to acceptance, any act or negligence of customer or any third party, or any phenomena inherent to the technology used such as image retention, burn-in, vibrations, etc...

The warranty is void if serial numbers, warning labels or original seals are removed, changed or tampered with.

What we will do:

During the warranty period, Barco will, at its sole discretion, repair (at Barco's own or at a Barco certified service center), or replace (using new or refurbished replacement parts) any defect within a reasonable period of time and free of charge. The replaced product, parts and/or components shall become the property of Barco and shall, at our request, be returned to Barco, otherwise invoiced.

Upon request of the customer Barco can send a service engineer onsite to repair the product. The travel time and the travel and living expenses of the service engineer shall be payable by the customer in accordance with Barco's then applicable rates and procedures.

What we will not do:

Pay shipping, insurance or transportation charges from you to us (Barco's own or a Barco certified service center), or pay any import fees, duties and taxes.

What you must do to obtain the Standard warranty service:

Return the product or part using the following procedures:

- (i) Contact your Barco partner or Barco help desk in your country/region (visit Barco.com/ support) for specific return and shipping information.
- (ii) Label and ship the product to the address provided by Barco in your country/region. You shall pack the products correctly in the original packaging so as to protect them from transport damage.
- (iii) Place the necessary return material authorization number (RMA number) prominently on the outside of the box. Shipments not bearing a RMA number will be refused.

Please ensure that a backup of any customized data or configurations is made prior to returning the product for repair/replacement. During the repair or replacement process products are reset to their factory configurations and all customized data and configurations will be lost.

Other conditions:

The remedies specified in this warranty document shall constitute customer's sole and exclusive remedy and Barco's sole and exclusive liability for Barco's breach of the warranty hereunder.

BARCO PRODUCT SPECIFIC TERMS AND CONDITIONS OF STANDARD WARRANTY (Warranty Rider)

This Warranty Rider supplements the Barco Terms and Conditions of Sale [TnC English] and Warranty Document. In case of any contradiction or inconsistency, the Warranty Rider will prevail. This Warranty Rider supersedes the previous versions thereof.

1. Projectors

Product	Warranty Period	Service Policy (warranty entitlement)
CLM Series + Lenses	36 months	Return to factory for repair, 10 business days TAT ⁽¹⁾ ; help desk business hours ⁽²⁾ .
RLM W6/8/12 + Lenses	36 months	Advance exchange of loaner unit, next business day express shipment ⁽⁴⁾ .
RLM W14 + Lenses	36 months	Return to factory for repair, 10 business days TAT ⁽¹⁾ ; help desk business hours ⁽²⁾ .
Present-P Series + Lenses	36 months for lamp-based projectors	Return to factory for repair, 10 business days TAT ⁽¹⁾ ; help desk business hours ⁽²⁾ . Advance exchange of loan unit, next business day express shipment ⁽⁴⁾ . (EU) Advance exchange of swap unit, next business day express shipment ⁽⁴⁾ ; help desk business hours ⁽²⁾ . (US) Return to factory for repair, 3 business days TAT ⁽¹⁾ . (CN) For early failures (Europe/US: first month of use, China: 15 days of use): new swap unit, next business day express shipment.
	36 months or 12 000 hours on the laser source ⁽⁵⁾ for laser-based projectors	
	Present-M Series + Lenses	
Present-C Series + Lenses	36 months	
F series + lenses	36 months	Return to factory for repair, 3 business days TAT ⁽¹⁾ ; help desk business hours ⁽²⁾ . For detailed warranty conditions, see Media & Assets - Service Documents on F series product pages on www.barco.com . ⁽⁶⁾
G series + lenses	36 months or 20.000 hours runtime	Advance swap of full projector, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾

RLM, CLM and Present lamp house Warranty is limited to 120 calendar days after date of invoice or 500 hours runtime, whichever comes first.
F Series lamp Warranty is limited to 90 calendar days after date of invoice or 500 hours runtime, whichever comes first.

Product	Warranty Period	Service Policy (warranty entitlement)
RLS W12 + lenses	36 months	Return to factory for repair, 10 business days TAT ⁽¹⁾ ; help desk business hours ⁽²⁾ .
HDF-W30LP + Lenses	36 months	Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . For detailed warranty conditions, see Media & Assets - Service Documents on the HDF-W30LP product pages on www.barco.com .
UDX Series + Lenses	36 months	Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . For detailed warranty conditions, see Media & Assets - Service Documents on the UDX product pages on www.barco.com . ⁽⁶⁾
UDM Series+Lenses	36 months	Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . For detailed warranty conditions, see Media & Assets - Service Documents on the UDM product pages on www.barco.com . ⁽⁶⁾
XDL series + Lenses	24 months	Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . Included (material only) are the chiller main pump, DMD cooling module and compressor at the planned replacement interval as detailed in the Service Manual. For detailed warranty conditions, see the Media & Assets - Service Documents on the XDL product pages on www.barco.com
FLM Series + Lenses	24 months	Advance exchange of parts, next business day economy shipment ⁽³⁾ , help desk business hours ⁽²⁾
XLM Series + Lenses	24 months	
HDX Series + Lenses	Sold before Aug 2015: 24 months	
HDF Series + Lenses	Sold after July 2015:	
HDQ Series + Lenses	36 months	
Galaxy-series	24 months	
Wi-Fi Module, 3D Input Module, GSM Module	24 months	
MMS	12 months	Return to factory for repair, 15 business days TAT ⁽¹⁾ ; help desk business hours ⁽²⁾ .

Lamp Warranty on Large Venue projectors in case the failing Lamp House is returned to Seller for refurbishment: the lamp is replaced at a cost which is proportional to the consumed part of the Warranted lamp lifetime. Detailed information is available under the 'Manuals and Documentation' of the specific projector on www.barco.com.

Lamp Warranty on Large Venue projectors in case Buyer refurbishes the Lamp House by means of the Lamp Refurbishment Kit and a lamp purchased from Seller (only allowed if Buyer has been certified through Seller's lamp refurbishment training): 90 calendar days from date of Shipment from Seller. The Infitec 3D kit Warranty is always 12 months from shipment, even if it is installed in the projector in the factory.

Product	Warranty Period	Service Policy (warranty entitlement)
DPxK-B/C/S/E series + Lenses	24 months	Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ .
DPxK-P series + Lenses	24 months	
DP4K-L series + Lenses	24 months	Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . Included (material only) are the chiller main pump, DMD cooling module and compressor at the planned replacement interval as detailed in the Service Manual. For detailed warranty conditions, see the Media & Assets - Service Documents on the DP4K-L product pages on www.barco.com .
DPxK-LP series + Lenses	24 months	Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . For detailed warranty conditions, see the Media & Assets - Service Documents on the product pages on www.barco.com .
Alternative Content Switcher	36 months	Return to factory for repair, 10 days TAT ⁽¹⁾ ; help desk business hours ⁽²⁾ .
Plaza Catcher	24 months	Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ .
Solo G3	24 months	
Dolby 3D kit	12 months	
AP24 3D	24 months	
APX AuroMax	24 months	
Touch Panel	24 months	
AudioCue	24 months	
ACS-410/ACC-410		

Lamp warranty covers failure to ignite, lamp explosion, light output dropping below 50% and flicker in excess of 6% during the warranted lifetime. The warranted lifetime is specified in <https://www.barco.com/en/mybarco/mysupport/digital-cinema/lamps-overview>. The Dolby 3D kit Warranty is always 12 months from shipment, even if it is installed in the projector in the factory. IMS-1000, Doremi ShowVault and Doremi IMB installed in the factory are covered by the projector warranty, but standard Doremi service levels apply. GDC IMB and GDC Portable Storage installed in the factory are covered by the projector warranty, but standard GDC service levels apply.

Product	Warranty Period	Service Policy (warranty entitlement)
Balder, Loki, Medea, Optix, Orion, Quantum,	36 months	Return to factory for repair, 3 business days TAT ⁽¹⁾ ; help desk business hours ⁽²⁾ .
Apollo 20, Athena, Prometheus I/II, Wodan, Zeus	36 months	Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ .
Prometheus III, Thor, Thor+	24 months	

Lamp warranty covers failure to ignite, lamp explosion, light output dropping below 50% and flicker in excess of 6% during the warranted lifetime. The warranted lifetime is specified in <https://www.barco.com/en/mybarco/mysupport/digital-cinema/lamps-overview>

Projector lenses bought separately are subjected to the same warranty conditions as the projector where they are used for. **Image Processing Products**

Product	Warranty Period	Service Policy (warranty entitlement)
All Image Processing Products (E2, FSN, DCS, PDS, Encore, MatrixPro-II, ImagePro-3G, ImagePro-II, BlendPro-II, ScreenPro-II, PresentationPRO, PresentationPRO-II)	36 months	Return to factory for repair, 10 days TAT ⁽¹⁾ ; help desk business hours ⁽²⁾ .
ECU, MCM-series	24 months	Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ .

2. Wireless collaboration – ClickShare and wePresent

Product	Warranty Period	Service Policy (warranty entitlement)
CSC-1 Set	39 months	Exchange with functional equivalent, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . If a repair or replacement is not commercially reasonable, Barco may opt to credit or refund the amount paid to Barco for the defective product. The warranty period includes a 3 months extension for distributors to take into account the time lapse between the shipment by Barco and the onward delivery so as to ensure a minimum 36 months warranty period for the end user.
CSM-1 Set	39 months	
ClickShare Link	39 months	
ClickShare Button	39 months	
ClickShare Tray	39 months	
CS-100	39 months	

Product	Warranty Period	Service Policy (warranty entitlement)	
CS-100 Huddle	39 months		
CSE-200	39 months		
CSE-200+	39 months		
CSE-800	39 months		
XMS-110	39 months		
WHE-100 (SharePod)	27 months		
WiPG-1600	39 months		
WiPG-1000P	39 months		
WiPG-1000S	39 months		
WiPG-2000S	39 months		
WiCS-2100	39 months		
WiPG-1600W	39 months		
CX-20	12 months		Exchange with functional equivalent, next business day economy shipment ⁽⁹⁾ ; help desk business hours ⁽²⁾ . If a repair or replacement is not commercially reasonable, Barco may opt to credit or refund the amount paid to Barco for the defective product. The 1 year warranty period starts at the point of activation or at 9 months after shipment, whichever comes first. Activation of the product is done by connecting the device to the internet and connecting to the auto-update servers when starting up the unit for the first use. Details on the location and network requirements to reach these servers can be found in the ClickShare Network Deployment Guide.
CX-30	12 months		
CX-50	12 months		

3. LED-lit projection cubes

Product	Warranty Period	Service Policy (warranty entitlement)
O-series	24 months	Advance exchange of parts, next business day economy shipment ⁽⁹⁾ ; help desk business hours ⁽²⁾ .
M-series	24 months	
OSV-series	24 months	
Upgrade kits towards LED	24 months	

5. Laser video walls

Product	Warranty Period	Service Policy (warranty entitlement)
OSV-HB Series	24months	Advance exchange of parts, next business day economy shipment ⁽⁹⁾ ; help desk business hours ⁽²⁾ .
ODL series	24 months	
EVD-721 LB	24 months	
Upgrade kits towards Laser	24 months	All versions of ODL and Laser upgrades coming with Display Port input are subject to product registration. The warranty for those versions starts on the date of registration or 9 months after shipment by the Seller, whichever comes first.

6. Touch Kit (OSV XX)

Product	Warranty Period	Service Policy (warranty entitlement)
R9848050 OSV Touch Channel Package R9848051 OSV Touch Tracking Package	24months	Advance exchange of parts, next business day economy shipment ⁽⁹⁾ ; help desk business hours ⁽²⁾ .

7. LCD

Product	Warranty Period	Service Policy (warranty entitlement)
NSL-series	36 months	Exchange of parts after reception of defective part ⁽⁸⁾ , best effort economy shipment ⁽⁹⁾ ; help desk business hours ⁽²⁾ .
OVD-series	36 months	
KVD-series	36 months	
MVD-series	36 months	

Product	Warranty Period	Service Policy (warranty entitlement)
IVD-series	36 months	
HVD-series	36 months	
EVD-series	36 months	
LXD-series 46"/ 55"	36 months	
LXD-series 84" (T)	36 months	Limited distance onsite Support with Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ .
UniSee	36 months*	Exchange of parts after reception of defective part ⁽⁶⁾ , best effort economy shipment ⁽⁹⁾ ; help desk business hours ⁽²⁾ . The warranty starts on the date of registration or 9 months after shipment by the Seller, whichever comes first.
KVD-B series	36 months	
LVD-B-series	36 months	

Barco Mounting Structure

The final pixel to pixel gap between two adjacent screens depends on the adjustment performance of the mounting structure used and on the size of the video-wall. The possibility of damaging a panel during the installation is also highly dependent on the type of mounting structure used. In order to achieve best in class pixel to pixel gap and minimize the risk to damage a panel during the installation BARCO strongly advises to use BARCO mounting structure or a mounting structure present in the Barco approved list of mounting structures that can be found in the "Service Plan – EVD,OVD, KVD & IVD" document.

UniSee however comes with a dedicated mounting structure that prevents damage to the mechanical components during the installation and uses the power of gravity to automatically align panels guaranteeing the best possible alignment in function of the tolerances and the size of the wall. An installer must follow the dedicated online training before attempting any configuration or installation. Before unpacking the LCM, you must run the "LCM DOA test" using the test script supplied with the LCM to detect certain damages (including mechanical damage, broken glass, glass cracks, horizontal or vertical line defects). If the test reveals any damages, you must report them immediately and leave the LCM in its original packaging. Any damage which the "LCM DOA test" can detect, but reported after the blue package seal is broken, is not covered by the warranty.

Light Leakage

If Light leakage observed, and it does not meet BARCO specifications please refer to the user manual for coverage.

8. Controllers

Product	Warranty Period	Service Policy (warranty entitlement)
OpSpace	24 months	Exchange of parts after reception of defective part ⁽⁶⁾ , best effort economy shipment ⁽⁹⁾ ; help desk business hours ⁽²⁾ .
UniSee Present (UPW)	24 months	
Transform C	24 months	Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . Note that only the controller hardware is subject to the warranty entitlements mentioned in this table. All Barco proprietary controller software is always subject to the software warranty entitlements, stipulated under point '11. Barco application software'. All third party software installed on the controllers is subject to the warranty entitlements of that respective software.
Transform N SD	24 months	
Transform N	24 months	
Transform XDS	24 months	
Transform ECU	24 months	
Workstation Mini	24 months	
NG-X11 Display Controller	24 months	
Enterprise Virtual Matrix	24 months	
NRC-series	36 months	

9. Encoders/decoders

Product	Warranty Period	Service Policy (warranty entitlement)
NGS-D200	24 months	Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ .
NGS-D220	24 months	
NGS-D320	24 months	

10. LED products

Product	Warranty Period	Service Policy (warranty entitlement)
C-series incl. DX100/DX700 controller	12 months	Return to factory for repair, help desk business hours ⁽²⁾
V-series	12 months	

Product	Warranty Period	Service Policy (warranty entitlement)
incl. DV100 controller		
T-series incl. NM-100/NP-100	36 months	
X-series incl. NM-100/NP-100	Sold before 2017: 12 months Sold from 2017: 36 months	Return to factory for repair, help desk business hours ⁽²⁾ for the LED modules Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ for all other material
XT-series* incl. NM-100/NP-100	36 months	Return to factory for repair, help desk business hours ⁽²⁾ for the LED modules Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ for all other material
R-series incl. NM-100/NP-100	12 months	Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ .
Infinipix software suite	60 days	Bug fixing

- LED tiles or modules must be shipped in Barco's dedicated packaging; any damage caused by not shipping in this packaging will be considered damage due to inappropriate use;
- The LED tiles must be unpacked under supervision of the Barco Customer Support Engineer attending the installation process, unless the Installation Guidance service has been expressly waived by Barco;
- All LED tiles or modules must be inspected for mechanical damage prior to unpacking. In case of mechanical damage, pictures of the unpacked material must be provided before the damaged material can be accepted as Dead On Arrival (DOA).

11. Barco application software

Product	Warranty Period	Service Policy (warranty entitlement)
OpSpace	3 months	Bug fixing
CMS	3 months	Bug fixing
XDS Control Center	3 months	Bug fixing
Transform C (Cinergy)	3 months	Bug fixing
Overture	3 months	Bug fixing
Enterprise Virtual Matrix	3 months	Bug fixing
WallConnect & WallConnect Cloud	24 months (RPC)	Bug fixing
	36 months (LCD)	Bug fixing

12. Diffusive rear projection screens (Including Coated Screen V2)

Product	Warranty Period	Service Policy (warranty entitlement)
Glass screen	New Sale - 24 mth. , Replacement - 3 mth. / Remaining warranty, whichever is earlier	'Repair on-site' OR 'Exchange of Screen', Lead Time on Best Effort Basis; , help desk business hours ⁽²⁾
Rigid Acrylic screen		
Semi-Rigid screen		
RigiFlex screen		

Footnotes:

- (1) Return-to-Factory (RTF) (3/10 TAT; Economy shipment)
Provides repair of covered failed hardware parts. If Barco or Barco's partner technical support determines that there is a hardware part failure or an obvious malfunction and provides a return material authorization (RMA) number, customer can return the part to Barco's designated service centre. Once received, Barco or Barco's Certified Service Centre will repair the product or part with a turnaround time (TAT) of 3 or 10 business days, starting from reception day at service center till shipment notification. The repaired or a replacement part will be returned with economy shipment. Customer will pay for the shipment to Barco, while Barco will pay for the shipment back to the customer.
- (2) Help desk business hours
Provides phone, mail or e-support access to technical support engineers who assist in solving issues. Phone support is available during predefined hours (as defined on the Barco web site) in the designated support centres' local time Monday to Friday, excluding national and local holidays observed by Barco.
- (3) Advance Exchange (Next Business Day Economy shipment)
Provides replacement of covered failed hardware parts. If technical phone support determines that there is a hardware part failure or an obvious malfunction and provides a return material authorization (RMA) number, a replacement part will be dispatched on the next business day with economy shipment. It may take several days to reach you. Customs delays may further affect the actual delivery time in certain regions. Once you receive the part, you will be required to return the failed part to Barco within 15 calendar days. Customer will pay for the shipment to Barco, while Barco will pay for the shipment back to the customer.
- (4) Advance Exchange (Next Business Day Express shipment)
Provides replacement of covered failed hardware parts. If technical phone support determines that there is a hardware part failure or an obvious malfunction and provides a return material authorization (RMA) number, a replacement part will be dispatched on the next business day with express shipment. Customs delays may further affect the actual delivery time in certain regions. Once you receive the part, you will be required to return the failed part to Barco within 15 calendar days. Customer will pay for the shipment to Barco, while Barco will pay for the shipment back to the customer.
- (5) Normal light output decrease is excluded. Typically 50% of the initial light output can be expected after 12.000 hrs . Environmental conditions may shorten the lifetime of the light source. The warranty on the laser source is 36 months or 12.000hrs runtime, whichever comes first; all other parts: 36 months.
- (6) Normal light output decrease is excluded. Typically 50% of the initial light output can be expected after 20.000 hrs. Environmental conditions may shorten the lifetime of the light source. The warranty on the laser source is 36 months or 20.000hrs runtime, whichever comes first; all other parts: 36 months.
- (7) Advance Exchange (best effort delivery economy shipment)
Provides replacement of covered failed hardware parts. If technical phone support determines that there is a hardware part failure or an obvious malfunction and provides a return material authorization (RMA) number, a replacement part will be dispatched on a best effort basis with economy shipment. Customs delays may further affect the actual delivery time in certain regions. Once you receive the part, you will be required to return the failed part to Barco within 15 calendar days. Customer will pay for the shipment to Barco, while Barco will pay for the shipment back to the customer.
- (8) Exchange of parts after reception of defective part (best effort delivery economy shipment)
Provides replacement of covered failed hardware parts. If technical phone support determines that there is a hardware part failure or an obvious malfunction and provides a return material authorization (RMA) number, the defective part can be sent to Barco's designated service center in proper packaging. Upon reception of the defective part, a replacement part will be dispatched on a best effort basis with economy shipment. Customs clearance can delay the delivery in certain regions.