

## Barco Standard Warranty

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

### Who is covered?

This warranty is granted to end users owning a Barco product.

### 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. 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, etc...)

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 (such as high temperatures, humidity, dust, power surges...).

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](http://Barco.com/support)) for specific return and shipping informations.
- (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)**

Any information listed in this document supersedes information in the previous revisions.

**1. Projectors**

Product	Warranty Period	Service Policy (warranty entitlement)
FLM Series + Lenses	24 months	Advance exchange of parts, next business day economy shipment**, help desk business hours
XLM Series + Lenses	24 months	
HDX Series + Lenses	24 months	
HDF Series + Lenses	24 months	
HDQ Series + Lenses	24 months	
Galaxy-series	24 months	
Wi-Fi Module, 3D Input Module, GSM Module	24 months	

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.

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)
CLM Series + Lenses	36 months	Return to factory repair*, 10 business days TAT; help desk business hours. Advance exchange of loaner unit, next business day express shipment***.
RLM W Series + Lenses	36 months	
Present-P Series + Lenses	36 months	Return to factory repair*, 10 business days TAT; help desk business hours. Advance exchange of loan unit, next business day express shipment. (EU) Advance exchange of swap unit, next business day express shipment***; help desk business hours. (US) Return to factory repair*, 3 business days TAT. (CN) For early failures (Europe/US: first month of use, China: 15 days of use): new swap unit, next business day express shipment. (Europe/US).
Present-M Series + Lenses	36 months	
Present-C Series + Lenses	36 months	
F series	36 months	Return to factory repair*, 3 business days TAT; help desk business hours.

RLM, CLM, 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)
DP2K series + Lenses	24 months	Advance exchange of parts, next business day economy shipment**; help desk business hours.
DP4K series + Lenses	24 months	
DPxK-P series + Lenses	24 months	
Plaza Catcher	24 months	Advance exchange of parts, next business day economy shipment**; help desk business hours.
Solo G3	24 months	
Dolby 3D kit	12 months	
AP24 3D	24 months	
Touch Panel	24 months	
ACS	36 months	Return to factory repair*, 10 days TAT; help desk business hours.

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.

**2. Image Processing Products**

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

**3. ClickShare**

Product	Warranty Period	Service Policy (warranty entitlement)
CSC Set	36 months	Exchange with functional equivalent, next business day economy shipment; help desk business hours.
CSM Set	36 months	
ClickShare CSC Base Unit	36 months	
ClickShare Link	36 months	
ClickShare Button	36 months	
ClickShare Tray	36 months	

**4. LED-lit video walls**

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

**5. LCD video walls**

Product	Warranty Period	Service Policy (warranty entitlement)
NSL-series	36 months	Advance exchange of parts, next business day economy shipment**; help desk business hours.
OVD-series	36 months	
KVD-series	36 months	
MVD-series	36 months	
EVD-series	36 months	
LDX-series	36 months	

**6. Controllers**

Product	Warranty Period	Service Policy (warranty entitlement)
Transform C	24 months	Advance exchange of parts, next business day economy shipment**; help desk business hours.
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	

**7. Encoders/decoders**

Product	Warranty Period	Service Policy (warranty entitlement)
NGS-D200	24 months	Advance exchange of parts, next business day economy shipment**; help desk business hours.
NGS-D220	36 months	Return to factory repair*

**8. Barco application software**

Product	Warranty Period	Service Policy (warranty entitlement)
CMS	3 months	Bug fixing
XDS Control Center	3 months	Bug fixing
Transform C (Cinergy)	3 months	Bug fixing

### **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.

### **(\*) 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.

### **(\*\*) 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.

### **(\*\*\*) 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 shipment 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.