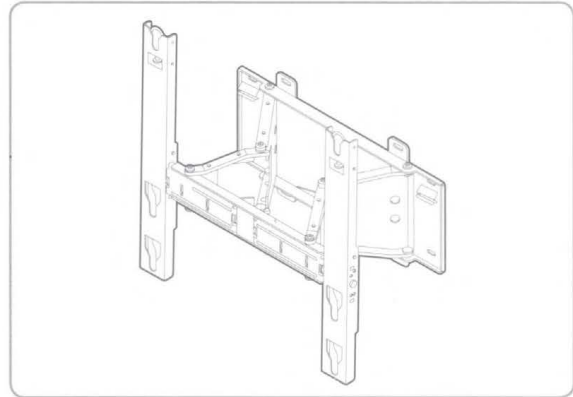


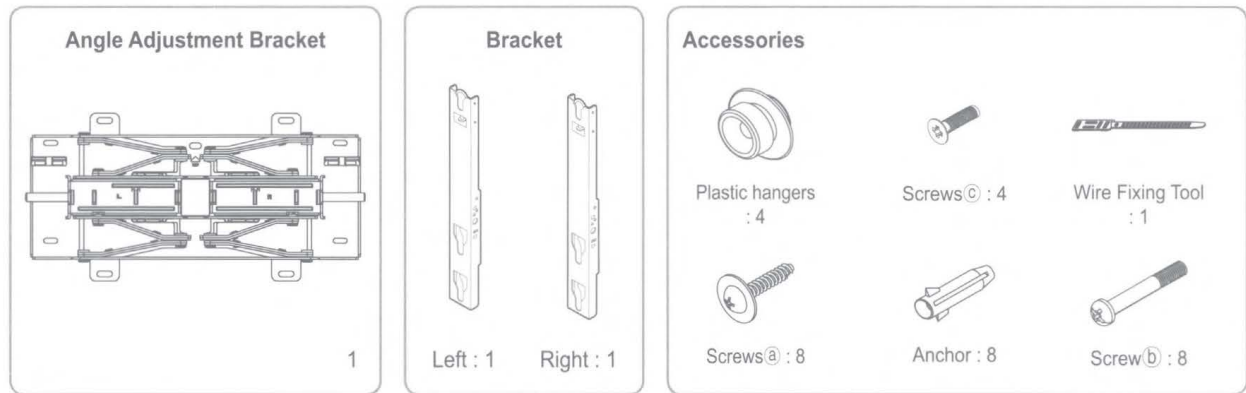
# Angle Adjustment and Rotation Type Wall-Mount Bracket Installation Guide WMN4277TT

## Product Image




## Components

\* Only use the supplied components for the bracket installation.



## Safety Instructions

 Be sure to contact an authorized service center when installing your set.



1. Be sure to keep the product away from children. There can be serious damage on the head when hit by the edge of the product.
2. Be careful when you adjust the angle or rotate the set. The product can be damaged if it is too close to touch the wall.  
(Attach some sponges to 4 corners of the product to avoid the product or wall damage.)
3. Do not install the product in a place with high temperature and high humidity. Avoid to install the product on the wall which cannot bear the weight.
4. Since there is a danger of electric shock, do not insert your fingers into the TV stand installation hole while installing the TV.
5. Make sure to cover the TV stand installation hole with the hole cover supplied with the TV before completing the wall installation.

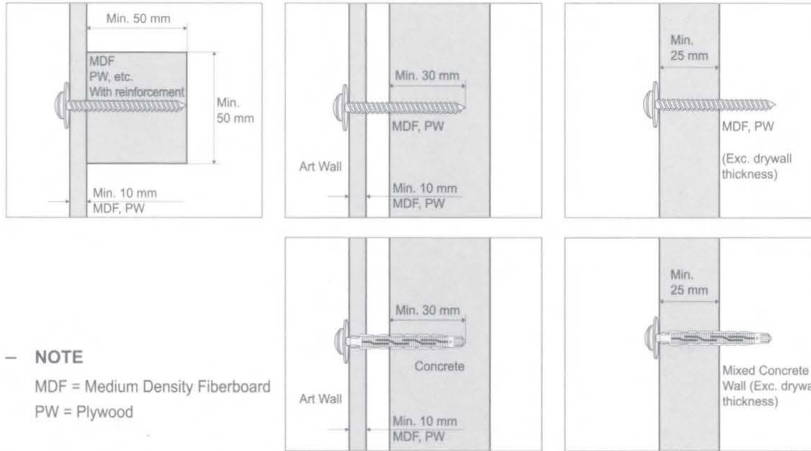


# Wall Bracket Assembly

⚠ Check the type of the wall before installing.

## Standard Installation Requirements by Wall Type

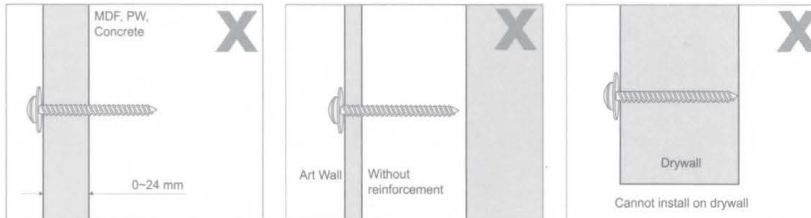
- Can only be mounted on a concrete or interior wall of sufficient thickness. Refer to the diagrams below.



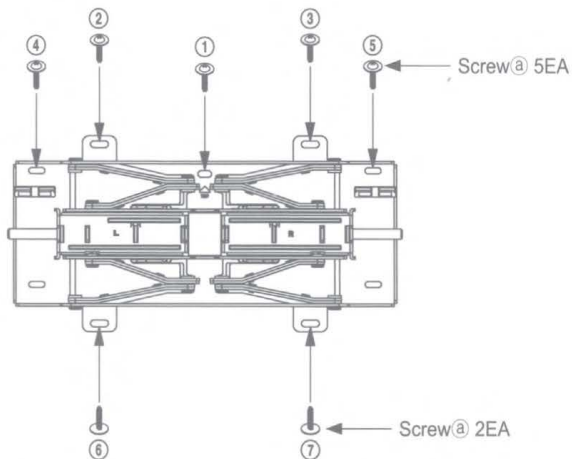
### NOTE

MDF = Medium Density Fiberboard  
PW = Plywood

- Cannot be mounted on unreinforced wall or drywall surfaces.



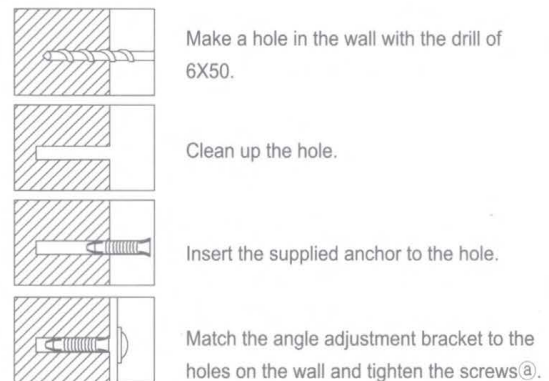
**1** Install the angle adjustment bracket on the wall as shown in the figure.



Tighten the angle adjustment bracket by using anchors and screwsⓐ orderly from ① to ⑦.

If it cannot be installed on the assigned area, install at the nearest place.

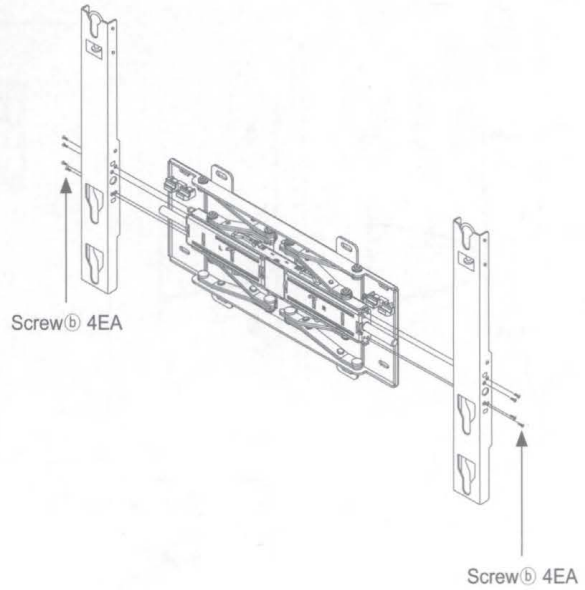
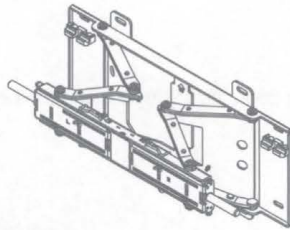
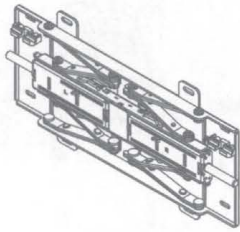
### How to Tighten Anchors or Screwsⓐ



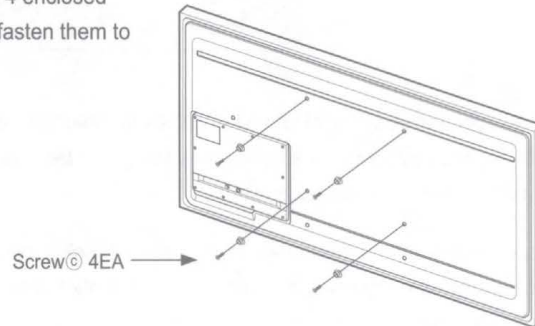
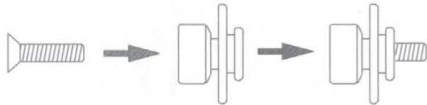
\* Use the drill with the required size when making a hole in the wall. Be sure to follow the directions for the installation to avoid safety problems.

- ⚠ Check the solidity of the wall before the installation. Strengthen the wall and install the bracket if the wall is not firm enough.
- ⚠ The supplied screws and anchors are for installing on concrete walls.
- ⚠ For the wall of plaster, marble, or steel, use the appropriate screws.

- 2** Securely fix the set to the wall. Pull the bracket forward and unfold it. Insert the bracket to the assigned area of the angle adjustment bracket and tighten the supplied 8 screws **(b)**.  
(Same for both left and right side)

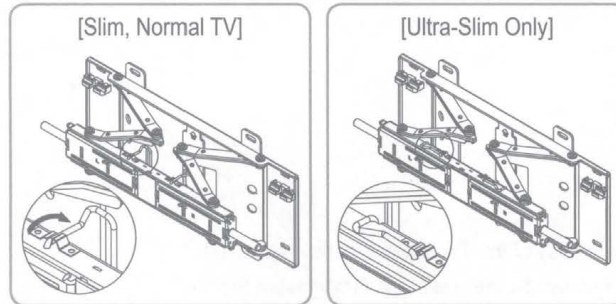
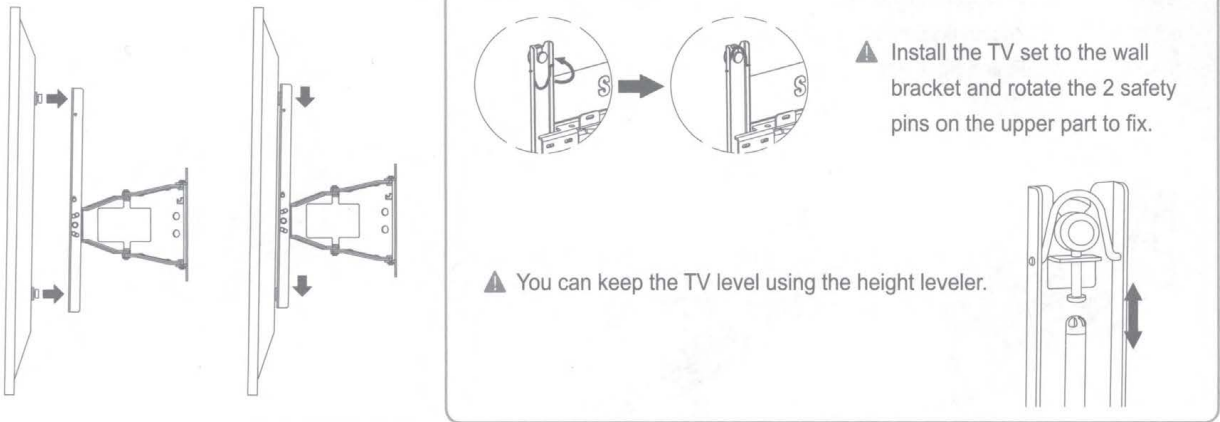


- 3** Remove the screws from the main body of the TV, assemble the 4 enclosed plastic hangers and screws **(c)** as shown by the figure and firmly fasten them to the back of the main body of the TV.



- ▲ Mount the product on the wall bracket. Be sure to check on the left and right side to see if it is properly fixed.
- ▲ Be careful when installing the product or adjusting the angle as fingers can be caught in the holes.
- ▲ Be sure the wall bracket is securely fixed to the wall. Falling down the product may cause physical damage.

**4** Pull the wall bracket fixing part forward. Two people are required to install the product on the assigned area of the wall bracket.



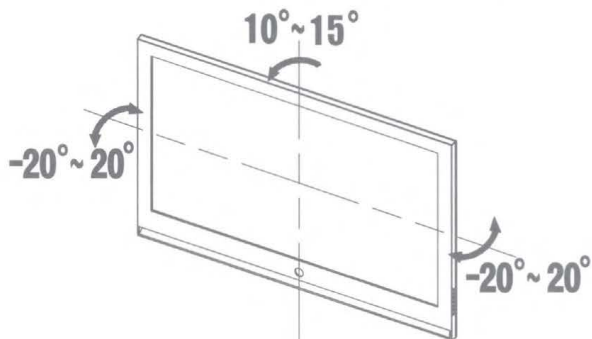
**5** For managing the power cord and other cables for peripheral equipments, bundle the wires by using the supplied wire fixing tool. Be sure the wires are not unbundled or came off when rotating or operating.

- \* Insert the cables and pull the angle adjustment bracket forward.
- Arrange the wires by using the hole to avoid the interference with wires when rotating the set.
- Check the operation 2 ~ 3 times and fix the wall molding if it works properly.



## Wall Bracket Angle Adjustment

- \* The smooth moving mechanism is applied to this product to move the product smoothly for convenience.
- \* Adjust the installation angle and then stick the TV close to the wall.



Do not adjust the angle with force. The product can be damaged if it is too close to touch the wall.

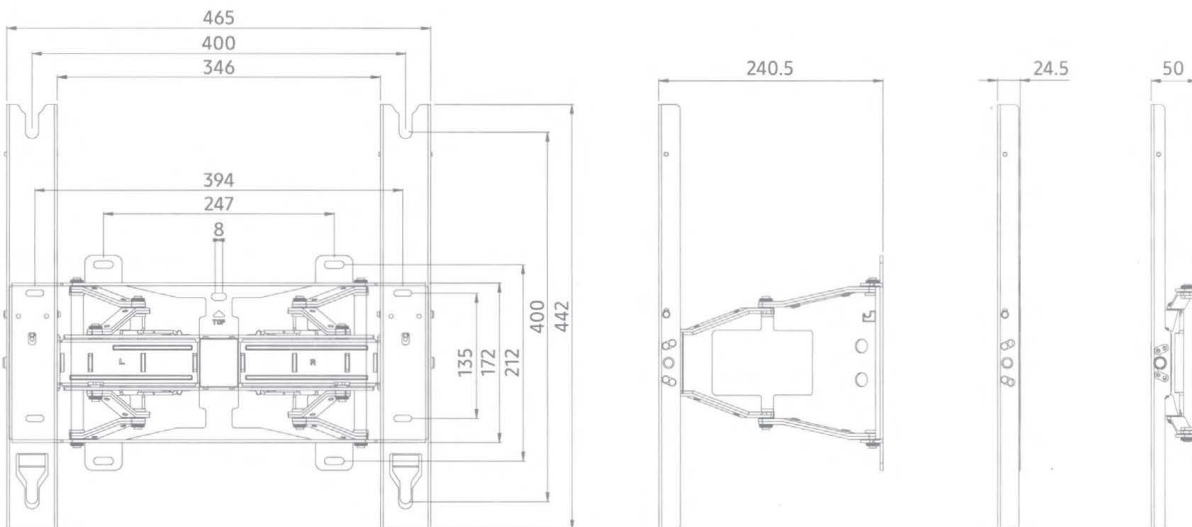
Hold the left and right side of the product when you want to adjust the left and right angle.

Hold the top center to adjust the down angle.

- \* You can adjust the angle to left, and right side between  $-20^{\circ} \sim 20^{\circ}$ , to down side to  $10^{\circ} \sim 15^{\circ}$ .

The adjustable angle range may be vary depending on the model.

## Product Specifications



## Product Standards

Width (mm)	465
Height (mm)	442
Dept (mm)	24.5
Weight (Kg)	5.5
Bracket VESA Standard	400 X 300, 400 X 400

- ! Information in this document is subject to change without notice.



BN68-05972D-00



PLEASE TEAR OFF THIS SECTION AND RETURN TO SAMSUNG ELECTRONICS NEW ZEALAND

## WARRANTY FOR MONITOR PRODUCTS

### (PROJECTORS, MONITORS, NETWORK MONITORS, HOSPITALITY TELEVISIONS AND COMMERCIAL LARGE FORMAT DISPLAYS)

#### PART I GENERAL TERMS AND CONDITIONS

The New Zealand Consumer Guarantees Act (1993) as well as other laws in the jurisdiction guarantee certain conditions, warranties and undertakings, and give you other legal rights, in relation to the quality and fitness for purpose of Samsung consumer products sold in New Zealand. For products sold in New Zealand, these guarantees cannot be modified nor excluded by any contract, except in those circumstances contemplated by section 43(2) of the New Zealand Consumer Guarantees Act. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality. You are also entitled to a replacement or refund for a major failure of the goods and compensation for any other reasonably foreseeable loss or damage. What constitutes a major failure is an objective test of reasonableness and not necessarily an individual consumer's point of view. Nothing in this Warranty purports to modify or exclude the conditions, warranties and undertakings, and other legal rights, under the New Zealand Consumer Guarantees Act and other laws. This Warranty gives you additional protection for your Samsung consumer product, and identifies a preferred approach to resolving warranty claims which will be quickest and simplest for all parties, subject to the exclusions, terms and conditions below.

#### I. Coverage and Application

- A.** Samsung Electronics New Zealand Limited of 24 The Warehouse Way, Northcote, Auckland 0627 ("Samsung") warrants that your Samsung consumer product:
- (a) is of acceptable quality;
  - (b) does not have a latent defect.
- B.** For the purpose of this Warranty, a "Samsung consumer product" is a hardware product which:
- (a) was manufactured by or on behalf of Samsung; and
  - (b) is used in a normal domestic environment, not a commercial environment; and
  - (c) bears a trade mark owned or used by Samsung (generally "SAMSUNG"); and
  - (d) was sold by an Authorised Reseller or Distributor of Samsung; and
  - (e) was purchased in New Zealand, but does not include any hardware or software which is packaged or sold with a Samsung consumer product unless that is itself a Samsung consumer product.

#### II. Warranty Period

The period during which this Warranty is in effect will depend upon the Samsung consumer product to which it relates. In all cases the commencement date for the period is the actual day of purchase, as reflected on the Authorised-Reseller's or Distributor's invoice / receipt provided to you. The period during which each Samsung consumer product which is the subject of this Warranty is covered by this Warranty is identified in Part II of this Warranty.

#### III. Warranty Claim

- A.** If you consider that the Samsung consumer product which you have purchased is not of acceptable quality, has a latent defect, or is otherwise not compliant with the conditions, warranties,

undertakings, and legal rights given to you under New Zealand Law (for example, it appears faulty, or does not work at all or properly), you can make a claim under this Warranty.

- B.** Except where an International Product Warranty has been provided with your Samsung consumer product, warranty service will only be provided in the specific country where the Samsung consumer product was originally purchased. For example, if you have purchased the Samsung product within New Zealand, warranty service will be limited to New Zealand only.
- C.** If you purchased this product in New Zealand and wish to make a claim under this Warranty, you should:
- a) contact 0800 SAMSUNG (726786);
  - b) visit the nearest Samsung Customer Service Plaza; or
  - c) visit [www.samsung.com/nz](http://www.samsung.com/nz).

#### PRODUCT ONLINE REGISTRATION

You can register your product online at [www.samsung.com/nz](http://www.samsung.com/nz) for customers in New Zealand. While registration is not necessary to make a claim under this Warranty, it may assist Samsung to process any claim which you may make more quickly.

- D.** When you make any claim under this Warranty it is essential that you provide a copy of your proof of purchase of the Samsung consumer product, whether in person, by email or by fax. A claim under this Warranty is not formally made unless and until that proof of purchase is provided. This does not detract from your statutory rights.
- E.** You will not be able to gain the benefit of this Warranty without making a claim. A claim must be made within the Warranty Period. This Warranty does not cover any defects not notified to Samsung within the Warranty Period.
- F.** If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung consumer product is valid (having regard to the terms of Part II of this Warranty), and:
- a) if the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will either repair the Samsung consumer product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung consumer product, or replace the Samsung consumer product with the same or similar product or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances and at no cost to you. Goods presented for repair may be replaced by refurbished goods of the same type with equal or greater functionality rather than being repaired. Refurbished parts may be used to repair the goods; or
  - b) if the goods cannot be repaired or the failure to comply with the warranty is a major failure or a failure of substantial character, you may reject the goods or require Samsung to pay you compensation for any reduction in the value of the goods below the price paid or payable by you for the goods.

The standard Samsung Warranty periods are set out by product in the tables in Part II of this Warranty, although each claim is assessed on its own merits. If Samsung provides you with either a replacement or refund, you immediately transfer ownership in the original Samsung consumer product or part to Samsung. If Samsung repairs the goods, you immediately transfer ownership in any residual parts to Samsung. Any such resolution by Samsung of a claim under this Warranty by you does not otherwise detract from any other

statutory rights which you might have in the circumstances, including your right to monetary compensation for a valid claim.

- G.** If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung consumer product is invalid, Samsung may charge you for any labour, parts or transport costs incurred by Samsung or its agent in assessing your claim.

#### IV. Warranty Transferability

- A.** This Warranty is transferable to a subsequent owner of a Samsung consumer product, in the event of the sale of that product, provided that Samsung is informed in writing within a reasonable time of the sale of the subsequent owner's name and contact details, such notice to be provided to Samsung as follows: [www.samsung.com/nz](http://www.samsung.com/nz) - for customers in New Zealand.

The notice should identify the name of the previous owner of the Samsung consumer product, place and date of purchase, model, make and serial number of the product. The effective transfer of this Warranty does not otherwise alter the terms of this Warranty in any way.

- B.** In cases of authorised product or part replacement of the original purchased Samsung product, the replacement Samsung product or part will be covered for the remainder of the original Warranty Period.

#### V. Carry-In and On-Site repairs

- A.** If you wish to make a claim in relation to a Samsung product which you can reasonably transport to the nearest Samsung Customer Service Plaza or to an authorised repair service centre (as directed when you first make the claim under this Warranty), please bring, or send, that Samsung product to the nearest Samsung Customer Service Plaza or authorised service centre for assessment, the cost of which will be borne by Samsung if your claim is determined to be valid pursuant to Part I of this Warranty. Such Samsung products do not include those products dealt with in sub-paragraph (B). Whenever possible, the product should be returned in its original carton and packing or alternatively in packing suitable to prevent damage to the product. Samsung will not accept responsibility for damage to the product during this transport caused by unsuitable or inadequate packing.
- B.** If you make a claim under this Warranty in relation to a Samsung product of the type referred to in sub-paragraph (C), Samsung or its agent will send Authorised Samsung Service Personnel to the place where that Samsung product is located to assess the warranty claim and, if necessary repair, the product on-site, at Samsung's cost.
- C.** On-site service is available for the following Samsung products:
- a) Hospitality televisions with a screen size of 33 inches or greater;
  - b) commercial large format displays
  - c) network monitors.

In addition, if you believe it is not reasonable for you to bring or send a Samsung product that is not included in the above list to a Samsung Customer Service Plaza or an authorised repair service centre, Samsung will liaise with you to determine the best way in which to inspect and, if necessary, repair the product the subject of the claim under this Warranty.

If this Samsung product is located in a place which is greater than 50 kilometres (by road) from the nearest Samsung Customer Service Plaza or authorised repair service outlet, Samsung will liaise with you to determine the best way in which to inspect and, if necessary, repair the product the subject of the claim under this Warranty.

- D.** With any on-site visit, while Samsung will make all efforts to fix

the Samsung product on-site, there may be instances when the product must be taken back to a Samsung Customer Service Plaza or to an authorised repair service centre for further testing. In these circumstances, you agree to let any designated Authorised Samsung Service Personnel pick up and take the product for further testing, at the cost of Samsung.

#### VI. Warranty Exclusions

- A. This section identifies what is excluded under this Warranty.
- B. For the avoidance of any doubt, any and all warranties or conditions which are not guaranteed under the New Zealand Consumer Guarantees Act (as applicable) and which are not expressly included in this Warranty as additional warranties or conditions are excluded.
- C. This Warranty does not extend to loss caused by normal wear and tear, fire, water (liquid spillage or ingress), theft, vermin or insect infestation.
- D. This Warranty does not cover damage caused by:
- misuse or abusive use of the Samsung product including physical abuse;
  - incorrect operation or not following the operation instructions (as stated in the Product Operation Manual or manufacturer's instructions provided with the Samsung product);
  - improper installation;
  - incorrect or improper maintenance or failure to maintain the Samsung product;
  - failure to clean or improper cleaning of the product (including heads, internal cavities, user accessible filters);
  - incorrect voltage or non-authorized electrical connections;
  - adverse external conditions such as power surges and dips, thunderstorm activity, acts of God, acts of terrorism, damage caused by vermin, or any other act or circumstance beyond Samsung's control;
  - exposure to excessive heat, moisture or dampness;
  - exposure to abnormally corrosive conditions;
  - use of non authorised/non-standard, defective or incompatible parts;
  - password setting/ resetting and computer virus;
  - brightness deterioration or uniformity deterioration caused naturally as time passes;
  - image sticking caused by a fixed image or pattern;
  - any software not packaged or sold with the Samsung product;
  - repair, modification or other work carried out on the Samsung product other than by Authorised Samsung Service Personnel.
- E. This Warranty does not cover Samsung products purchased in an auction.
- F. If the Samsung product you are using has been rented or leased by you, and you consider a claim might be made under this Warranty, you should refer the matter to the rental or leasing company immediately and they will handle the matter.
- G. This Warranty does not cover service costs in replacing and maintaining consumable parts which have ceased working through normal wear and tear such as, but not limited to: lamps and other parts classifiable as a consumable part.
- H. To the extent permitted by law, this Warranty does not cover Samsung products which, at the time you consider a claim might be made under this Warranty, do not bear the original manufacturer's factory-applied serial number in its original form (for instance where it or the

sticker bearing it has been removed, wiped out, rubbed off, or altered).

- I. This Warranty does not cover the loss of any data howsoever caused. You shall be responsible for backing up and protecting data against loss, damage or destruction. Please note that the repair of goods may result in loss of data.
- J. This warranty does not cover the de-installation and re-installation of the Samsung product.
- K. This warranty does not cover a Samsung product which is installed in an area which is not easily accessible by a service technician (including without limitation above floor level). For health and safety reasons, the Samsung product must be uninstalled and at floor level for accessibility by the service technician. This Warranty does not cover any defects not notified to Samsung within the Warranty Period, however, you may also have statutory rights outside of the Warranty Period.

#### PART II PRODUCT WARRANTY PERIODS AND SPECIAL CONDITIONS

##### I. Parts (Options) and Accessories Warranty

- A. This part of the Warranty identifies Samsung's preferred approach to resolving warranty claims in relation to parts and accessories.
- B. The table below this sub-paragraph identifies the periods under which a claim may be made under this Warranty for replacement of a part or accessory. However, you may also have statutory rights outside of these periods. The parts and accessories are divided into those which are supplied within the box of the Samsung product for which they are to be used (**In-Box**), and those which are supplied separately from a Samsung product for use with it (**Out-Box**).
- In-Box**
    - All remote controls purchased with the Samsung product are covered under this Warranty for the same period as the Samsung product purchased.
    - All other Samsung parts and accessories (including batteries) purchased together with the Samsung product are covered under this Warranty for a period of 6 months. Generally Samsung will replace the defective part or accessory which is the subject of the claim during this 6 month period.
    - You will only be able to make a claim under this Warranty for lost or missing Samsung parts and accessories if, with your claim, you are able to provide satisfactory evidence that the relevant item was missing from the box or other storage or packaging material originally supplied by Samsung.
    - Parts and accessories purchased from Authorised Samsung Resellers and Distributors are generally covered under this Warranty from a 3 month to 6 month warranty period. Please refer to the specific period below.
  - Out-Box**
    - Parts and accessories purchased from Authorised Samsung Resellers and Distributors are generally covered under this Warranty from a 3 month to 1 year warranty period. Please refer to the specific period below.

Product	Warranty period (In-Box)	Special conditions (Out-Box)	Special conditions
Standard Remote Controls (for all products)	Unit warranty	6 months	

TM/ TE/ TP Series Adaptive Touch Modules	3 year warranty	n/a	
Samsung Interactive MagicWB Software USB	1 year warranty	n/a	Replacement Warranty
Lamps for Digital Projectors	1 year warranty (or 500 hours) whichever comes first	3 months	
Monitor Wall Mount, Monitor Stand	n/a	12 months	
Other Parts, Accessories	6 months	3 months	Replacement Warranty
Other Consumables	n/a	3 months	
Optional PC Media Player Modules to suit Commercial Displays: SBB Series: Plug-in Modules, Set Back Boxes and Slide-in modules	3 year warranty without limitation of usage		
Samsung Signage Solution Software (MagicInfo Series)		90 days	

##### II. PARTS AND LABOUR WARRANTY

Unless specified, this Warranty covers corresponding costs for parts and labour which may be required to repair the Samsung product, part or accessory if Samsung or its agent repair the item under this Warranty.

##### III. WARRANTY BY PRODUCT TABLE

The table below in this sub-paragraph summarises the standard warranty period for claims under this Warranty, although each claim is assessed on its own merits. You may have statutory rights outside of the Warranty Period. Please refer to Part I, paragraph 10(KF) for the range of Samsung's responses to a claim under this Warranty in accordance with the table below. In some instances the appropriate response to the claim will differ from the warranty period noted below.

Product	Warranty Period
LCD (Liquified Crystal Display) Monitors and Network Monitors sized 32 inches or below	3 years warranty (for under 12 hours use a day)*
Commercial Large Format Displays sized 22 inches or greater: BX, DB, ED, EX, MD, ME, RM, EB, QM, MP, MX, NL, TS(n) in 32, 40, 46 and 65 inches, UE, UT-B and PH Series	3 years warranty (for under 16 hours use a day)*
Commercial Large Format DID (Digital Information Display) Displays sized 22 inches or greater: DE, DH, DM, DX, LE, OL, PE, SL, UD, UT, UX, OH, OM and DR Series: TS(n) Series (70 and 82 inches only)	3 years warranty (without limitation of usage)
Hospitality Televisions (HG series)	3 years warranty (for under 10 hours use a day)*
H Series Commercial TV Smart Signage Product: DB10 Series	2 years warranty (for under 16 hours use a day)*
SUR40 with Microsoft PixelSense Technology	1 year warranty (for under 8 hours use a day)*
Projectors	2 years warranty (with exception of lamps)

**FOR SERVICE PLEASE CALL:**

0800 SAMSUNG (726786)

Visit: [www.samsung.com/nz/support](http://www.samsung.com/nz/support)



You can also register online at [www.samsung.com/nz](http://www.samsung.com/nz)

**CUSTOMER INFORMATION FOR REGISTRATION**

FIRST NAME:	
SURNAME:	
TITLE:	
ADDRESS:	
SUBURB:	POST CODE:
STATE:	
EMAIL:	
CONTACT NO. (PHONE):	
(OFFICE):	
(MOBILE):	
MODEL NAME:	
SERIAL NO.:	
DATE OF PURCHASE:	(DD / MM / YY)
(MOBILE PHONE ONLY)	
GSM IMEI NO.:	
CDMA ESN NO.:	

**AGE GROUP**

<input type="checkbox"/> Under 18	<input type="checkbox"/> 18-24	<input type="checkbox"/> 25-34
<input type="checkbox"/> 35-44	<input type="checkbox"/> 45-54	<input type="checkbox"/> Over 55

**HOUSEHOLD INCOME**

<input type="checkbox"/> Under 10K	<input type="checkbox"/> 10-30K	<input type="checkbox"/> 30-50K
<input type="checkbox"/> 50-70K	<input type="checkbox"/> 70-100K	<input type="checkbox"/> 100K+

**OCCUPATION**

<input type="checkbox"/> Architect	<input type="checkbox"/> Banker	<input type="checkbox"/> Chartered Accountant
<input type="checkbox"/> Consultant	<input type="checkbox"/> Doctor	<input type="checkbox"/> Government Officer
<input type="checkbox"/> Engineer	<input type="checkbox"/> Entrepreneur	<input type="checkbox"/> Home Maker
<input type="checkbox"/> IT	<input type="checkbox"/> Journalist	<input type="checkbox"/> Marketing
<input type="checkbox"/> Sales/Service	<input type="checkbox"/> Teacher	<input type="checkbox"/> Retired
<input type="checkbox"/> Other (Specify): _____		

**Q1. WHICH OF THE FOLLOWING BEST DESCRIBES THE PRIMARY REASON FOR PURCHASING THIS SAMSUNG PRODUCT?**

<input type="checkbox"/> Stylish Design	<input type="checkbox"/> Price	<input type="checkbox"/> Warranty Term & Service
<input type="checkbox"/> Features	<input type="checkbox"/> Easy to use	<input type="checkbox"/> Recommendation
<input type="checkbox"/> Quality	<input type="checkbox"/> Brand reputation	

**Q2. HOW WOULD YOU RATE THE SAMSUNG BRAND OVERALL?**

Very Good  7  6  5 Average  4  3 Not good at all  2  1

**Q3. HOW DID YOU FIRST BECOME AWARE OF THIS SAMSUNG PRODUCT?**

<input type="checkbox"/> Magazine	<input type="checkbox"/> Newspaper	<input type="checkbox"/> TV
<input type="checkbox"/> Radio	<input type="checkbox"/> Outdoor billboard	<input type="checkbox"/> Internet
<input type="checkbox"/> Store display	<input type="checkbox"/> Salesperson	<input type="checkbox"/> Exhibition
<input type="checkbox"/> Direct mail/catalogue		

**Q4. WHEN DO YOU MAKE A PURCHASE DECISION?**

<input type="checkbox"/> Before visiting a store	<input type="checkbox"/> At the store
--	---------------------------------------

A GLUE TO TAB B

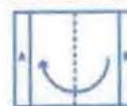
B GLUE TO TAB A

Thank you for your registration. All of your information will remain strictly confidential. To serve you better, Samsung will send information about products you may be interested in. If for any reason, you do not want to receive information from Samsung, please check this box.

1. Detach Warranty Form



2. Fold Form, Glue Shut & Post





Freeport Authority 36645  
c/o Warranty Registration Service  
Samsung New Zealand  
PO Box 36645  
Northcote  
Auckland 0748



BN68-08114P-00

**SAMSUNG**

PLEASE TEAR OFF THIS SECTION AND RETURN TO SAMSUNG ELECTRONICS AUSTRALIA

You can also register online at  
[www.samsung.com.au/warranty](http://www.samsung.com.au/warranty)

#### CUSTOMER INFORMATION FOR REGISTRATION

FIRST NAME:

SURNAME:

TITLE:

ADDRESS:

SUBURB:  POST CODE:

STATE:

EMAIL:

CONTACT NO: (PHONE)

(OFFICE)

(MOBILE)

MODEL NAME:

SERIAL NUMBER:

DATE OF PURCHASE:  (DD/MM/YY)

(MOBILE PHONE ONLY)

GSM IMEI NO:

CDMA ESN NO:

Thank you for your registration. All of your information will remain strictly confidential. To serve you better, Samsung will send information about products you may be interested in. If for any reason, you do not want to receive information from Samsung, please check this box.

When you complete and return this warranty card to us, we collect your personal information for the purposes set out in our Privacy Policy, which is available at [www.samsung.com.au](http://www.samsung.com.au). Our Privacy Policy also explains how we collect, use, store and disclose your personal information (including our disclosure to overseas recipients), the consequences for you if we do not collect this information, and the way in which you can access and seek the correction of your personal information or complain about a breach of privacy law.

#### Age Group

- Under 18       18-24       25-34  
 35-44       45-54       Over 55

#### Household income

- Under 10K       10-30K       30-50K  
 50-70K       70-100K       100K

#### Occupation

- Architect       Banker       Chartered Accountant  
 Consultant       Doctor       Government Officer  
 Engineer       Entrepreneur       Home Maker  
 IT       Journalist       Marketing  
 Sales/Service       Teacher       Retired  
 Other (Specify): \_\_\_\_\_

Q1. Which of the following best describes the primary reason for purchasing this Samsung Product?

- Stylish design       Price       Warranty Term & Service  
 Features       Easy to use       Friend's recommendation  
 Quality       Brand reputation

Q2. How would you rate Samsung Brand overall?

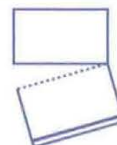
- Very good      Average      Not Good at all  
 7       6       5       4       3       2       1

Q3. How did you first become aware of this Samsung product?

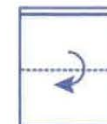
- Magazine       Newspaper       TV       Radio  
 Outdoor Billboard       Internet       Store Display  
 Salesperson       Exhibition       Direct mail/Catalogue

Q4. When do you make a purchase decision?

- Before visiting a store       At the store



1. Detach  
Warranty  
Form



2. Glue flap,  
fold over,  
seal and post

## FOR ALL SAMSUNG MONITOR ACCESSORIES:

THE CONTENT OF THIS WARRANTY FOR SAMSUNG PRODUCTS (AUSTRALIA ONLY) (PROJECTORS, MONITORS, NETWORK MONITORS, HOSPITALITY TELEVISIONS, COMMERCIAL LARGE FORMAT DISPLAYS AND ACCESSORIES) OVERRIDES THE WARRANTY TERMS AND CONDITIONS CONTAINED IN THE RELEVANT USER MANUAL / QUICK START GUIDE OF EACH SAMSUNG MONITOR ACCESSORY.

## WARRANTY FOR MONITOR PRODUCTS (AUSTRALIA ONLY)

# (MONITORS, NETWORK MONITORS, HOSPITALITY TELEVISIONS, COMMERCIAL LARGE FORMAT DISPLAYS AND ACCESSORIES)

## PART I GENERAL TERMS AND CONDITIONS

The Australian Competition and Consumer Act (2010) (including the Australian Consumer Law) as well as other laws in Australia guarantee certain conditions, warranties and undertakings, and give you other legal rights, in relation to the quality and fitness for purpose of Samsung products sold in Australia.

In Australia, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Nothing in this Warranty purports to modify or exclude the conditions, warranties and undertakings, and other legal rights, under the Australian Competition and Consumer Act and other Australian laws. This Warranty gives you additional protection for your Samsung product, and identifies a preferred approach to resolving warranty claims which will be quickest and simplest for all parties, subject to the exclusions, terms and conditions below.

### I. Coverage and Application

- A. Samsung Electronics Australia Pty Ltd of 3 Murray Rose Avenue Sydney Olympic Park NSW 2127 ("Samsung") warrants that your Samsung product:
- is of acceptable quality;
  - does not have a latent defect.
- B. For the purpose of this Warranty, a "Samsung product" is a monitor, television or display which:
- was manufactured by or on behalf of Samsung; and
  - bears a trade mark owned or used by Samsung (generally "SAMSUNG"); and
  - was sold by an Authorised Reseller or Distributor of Samsung; and
  - was purchased in Australia, but does not include any hardware or software which is packaged or sold with a Samsung product unless that is itself a Samsung product, that item is incorporated into the Samsung product or, in the case of software, pre-loaded onto the Samsung product at the time of sale.

### II. Warranty Period

- A. The period during which this Warranty is in effect will depend upon the Samsung product to which it relates. In all cases the commencement date for the period is the actual day of purchase, as reflected on the Authorised Reseller's or Distributor's invoice / receipt provided to you. The period during which each Samsung product which is the subject of this Warranty is covered

by this Warranty is identified in Part II of this Warranty.

### III. Warranty Claim

- A. If you consider that the Samsung product which you have purchased is not of acceptable quality, has a latent defect, or is otherwise not compliant with the conditions, warranties, undertakings, and legal rights given to you under Australian Law (for example, it appears faulty, or does not work at all or properly), you can make a claim under this Warranty.
- B. Except where an International Product Warranty has been provided with your Samsung product, warranty service will only be provided in the specific country where the Samsung product was originally purchased. For example, if you have purchased the Samsung product within Australia, warranty service will be limited to Australia only.
- C. If you purchased this product in Australia and wish to make a claim under this Warranty, you should:

contact 1300 362 603;  
visit the nearest Samsung Customer Service Plaza; or  
visit [www.samsung.com/au](http://www.samsung.com/au).

### PRODUCT ONLINE REGISTRATION

You can register your product online at [www.samsung.com/au](http://www.samsung.com/au). While registration is not necessary to make a claim under this Warranty, it may assist Samsung to process any claim which you may make more quickly.

- D. When you make any claim under this Warranty it is essential that you provide a copy of your proof of purchase of the Samsung product, whether in person, by email or by fax. A claim under this Warranty is not formally made unless and until that proof of purchase is provided. This does not detract from your statutory rights.
- E. You will not be able to gain the benefit of this Warranty without making a claim. A claim must be made within the Warranty Period. This Warranty does not cover any defects not notified to Samsung within the Warranty Period.
- F. If, following receipt of a claim under this Warranty, Samsung or its agent determine that your claim in respect of a Samsung product is valid (having regard to the terms of Part II of this Warranty), and:
- if the goods can be repaired and the failure to comply with the warranty is not a major failure or a failure of substantial character, Samsung or its agent will either repair the Samsung product or, if authorised by Samsung, pay you for the cost of a repair of the Samsung product, or replace the Samsung product with the same or similar product or refund you the cost of a replacement, in each case depending upon what is reasonable in the circumstances and with regard to Samsung's statutory obligations and at no cost to you. Goods presented for repair may be replaced by refurbished goods of the same type with equal or greater functionality rather than being repaired. Refurbished parts may be used to repair the goods; or
  - if the goods cannot be repaired or the failure to comply with the warranty is a major failure or a failure of substantial character, you may reject the goods or require Samsung to pay you compensation for any reduction in the value of the goods below the price paid or payable by you for the goods.

The standard Samsung warranty periods are set out by product type in the tables in Part II of this Warranty, although each claim is assessed on its own merits and you may have statutory rights outside of the Warranty Period. If Samsung provides you with either a replacement or refund, you immediately transfer ownership in the original Samsung product or part to Samsung. If Samsung repairs the goods, you immediately transfer ownership in any residual parts to Samsung. Any such resolution by Samsung of a claim under this Warranty by you does not otherwise detract from any other statutory rights which you might have in the circumstances, including your right to monetary compensation for a valid claim.

- G. If, following receipt of a claim under this Warranty, Samsung or its agent

determine that your claim in respect of a Samsung product is invalid, Samsung may charge you for any labour, parts or transport costs incurred by Samsung or its agent in assessing your claim.

### IV. Warranty Transferability

- A. This Warranty is transferable to a subsequent owner of a Samsung product in the event of the sale of that product, provided that Samsung is informed in writing within a reasonable time of the sale of the subsequent owner's name and contact details, such notice to be provided to Samsung at:

[www.samsung.com/au](http://www.samsung.com/au)

The notice should identify the name of the previous owner of the Samsung product, place and date of purchase, model, make and serial number of the product. The effective transfer of this Warranty does not otherwise alter the terms of this Warranty in any way.

- B. In cases of authorised product or part replacement of the original purchased Samsung product, the replacement Samsung product will be subject to the remainder of the original Warranty Period or three months, whichever is the greater. You may have statutory rights in respect of the replacement product or part outside of this period.

### V. Carry-In and On-Site repairs

- A. If you wish to make a claim in relation to a Samsung product which you can reasonably transport to the nearest Samsung Customer Service Plaza or to an authorised repair service centre (as directed when you first make the claim under this Warranty), please bring, or send, that Samsung product to the nearest Samsung Customer Service Plaza or authorised service centre for assessment, the cost of which will be borne by Samsung if your claim is determined to be valid pursuant to Part I of this Warranty. Such Samsung products do not include those products dealt with in sub-paragraph (B). Whenever possible, the product should be returned in its original carton and packing or alternatively in packing suitable to prevent damage to the product. Samsung will not accept responsibility for damage to the product during this transport caused by unsuitable or inadequate packing.
- B. If you make a claim under this Warranty in relation to a Samsung product of the type referred to in sub-paragraph (C), Samsung or its agent will send Authorised Samsung Service Personnel to the place where that Samsung product is located to assess the warranty claim and, if necessary repair, the product on-site, at Samsung's cost.
- C. On-site service is available for the following Samsung products;
- Hospitality televisions with a screen size of 33 inches or greater,
  - commercial large format displays
  - network monitors.

In addition, if you believe it is not reasonable for you to bring or send a Samsung product that is not included in the above list to a Samsung Customer Service Plaza or an authorised repair service centre, Samsung will liaise with you to determine the best way in which to inspect and, if necessary, repair the product the subject of the claim under this Warranty

If this Samsung product is located in a place which is greater than 50 kilometres (by road) from the nearest Samsung Customer Service Plaza or authorised repair service outlet, Samsung will liaise with you to determine the best way in which to inspect and, if necessary, repair the product the subject of the claim under this Warranty.

- D. With any on-site visit, while Samsung will make all efforts to fix the Samsung product on-site, there may be instances when the product must be taken back to a Samsung Customer Service Plaza or to an authorised repair service centre for further testing. In these circumstances, you agree to let any designated Authorised Samsung Service Personnel pick up and take the product for further

testing, at the cost of Samsung.

#### VI. Warranty Exclusions

- A. This section identifies what is excluded under this Warranty.
- B. For the avoidance of any doubt, any and all warranties or conditions which are not guaranteed under the Australian Competition and Consumer Act, the Australian Competition and Consumer Regulations 2010 and which are not expressly included in this Warranty as additional warranties or conditions are excluded.
- C. This Warranty does not extend to loss caused by normal wear and tear, fire, water (liquid spillage or ingress), theft, vermin or insect infestation.
- D. This Warranty does not cover damage caused by:
  - misuse or abusive use of the Samsung product including physical abuse;
  - incorrect operation or not following the operation instructions (as stated in the Product Operation Manual or manufacturer's instructions provided with the Samsung product);
  - improper installation;
  - incorrect or improper maintenance or failure to maintain the Samsung product;
  - failure to clean or improper cleaning of the product (including heads, internal cavities, user accessible filters);
  - incorrect voltage or non-authorized electrical connections;
  - adverse external conditions such as power surges and dips, thunderstorm activity, acts of God, acts of terrorism, damage caused by vermin, or any other act or circumstance beyond Samsung's control;
  - except for the OH Series, exposure to excessive heat, moisture or dampness;
  - for the IP56 certified OH series, exposure to dust and liquid in excess of the levels tested and certified as part of the IP56 rating, or exposure to temperatures outside the standard operating temperatures of -30°C ~ 50°C.
  - exposure to abnormally corrosive conditions;
  - use of non authorised/non-standard, defective or incompatible parts;
  - password setting/ resetting and computer virus;
  - brightness deterioration or uniformity deterioration caused naturally as time passes;
  - image sticking caused by a fixed image or pattern;
  - any software not packaged or sold with the Samsung product;
  - repair, modification or other work carried out on the Samsung product other than by Authorised Samsung Service Personnel.
- E. This Warranty does not cover Samsung products purchased in an auction.
- F. If the Samsung product you are using has been rented or leased by you, and you consider a claim might be made under this Warranty, you should refer the matter to the rental or leasing company immediately and they will handle the matter.
- G. This Warranty does not cover service costs in replacing and maintaining consumable parts which have ceased working through normal wear and tear such as, but not limited to: lamps and other parts classifiable as a consumable part.
- H. This Warranty does not cover Samsung products which, at the time you consider a claim might be made under this Warranty, do not bear the original manufacturer's factory-applied serial number in its original form (for instance where it or the sticker bearing it has been removed, wiped out, rubbed off, or altered).
- I. This Warranty does not cover the loss of any data howsoever caused. You shall be responsible for backing up and protecting data against loss, damage or destruction. Please note that the repair of goods may result in loss of data.
- J. This warranty does not cover the de-installation and re-installation of the

Samsung product.

- K. This warranty does not cover a Samsung product which is installed in an area which is not easily accessible by a service technician (including without limitation above floor level). For health and safety reasons, the Samsung product must be uninstalled and at floor level for accessibility by the service technician. This Warranty does not cover any defects not notified to Samsung within the Warranty Period, however, you may also have statutory rights outside of the Warranty Period.

## PART II PRODUCT WARRANTY PERIODS AND SPECIAL CONDITIONS

### I. Parts (Options) and Accessories Warranty

- A. This part of the Warranty identifies Samsung's preferred approach to resolving warranty claims in relation to parts and accessories.
- B. The table below this sub-paragraph identifies the periods under which a claim may be made under this Warranty for replacement of a part or accessory. However, you may also have statutory rights outside of these periods. The parts and accessories are divided into those which are supplied within the box of the Samsung product for which they are to be used (In-Box), and those which are supplied separately from a Samsung product for use with it.(Out-Box).
  1. In-Box
    - All remote controls purchased with the Samsung product are covered under this Warranty for the same period as the Samsung product purchased.
    - All other Samsung parts and accessories (including batteries) purchased together with the Samsung product are covered under this Warranty for a period of 6 months. Generally Samsung will replace the defective part or accessory which is the subject of the claim during this 6 month period.
    - You will only be able to make a claim under this Warranty for lost or missing Samsung parts and accessories if, with your claim, you are able to provide satisfactory evidence that the relevant item was missing from the box or other storage or packaging material originally supplied by Samsung.
  2. Out-Box:
    - Parts and accessories purchased from Authorised Samsung Resellers and Distributors are generally covered under this Warranty from a 3 month to 6 month warranty period. Please refer to the specific period below.

Product	Warranty Period		Special conditions
	In-Box	Out-Box	
Standard Remote Controls (for all products)	Unit warranty	6 months	
TM/ TE/TP Series Adaptive Touch Modules	3 year warranty	n/a	
Samsung Interactive MagicWB Software USB	1 year warranty	n/a	Replacement Warranty
Lamps for Digital Projectors	1 year warranty (or 500 hours) whichever comes first	3 months	
Monitor Wall Mount, Monitor Stand	n/a	12 months	
Other Parts, Accessories	6 months	3 months	Replacement Warranty
Other Consumables	n/a	3 months	
Optional PC Media Player Modules to suit Commercial Displays, SBB Series: Plug-in Modules, Set Back Boxes and Slide-in modules	3 year warranty without limitation of usage		
Samsung Signage Solution Software (MagicInfo Series)		12 months	

### II. Parts and Labour Warranty

Unless specified, this Warranty covers corresponding costs for parts and labour which may be required to repair the Samsung product, part or accessory if Samsung or its agent repair the item under this Warranty.

### III. Warranty By Product Table

The table below in this sub-paragraph summarises the standard warranty period for claims under this Warranty, although each claim is assessed on its own merits. You may have statutory rights outside of the Warranty Period. Please refer to Part I, paragraph (III)(F) for the range of Samsung's responses to a claim under this Warranty in accordance with the table below. In some instances the appropriate response to the claim will differ from the warranty period noted below.

Product	Warranty Period
LCD (Liquefied Crystal Display) Monitors and Network Monitors sized 32 inches or below	3 years warranty (for under 12 hours use a day)*
Commercial Large Format Displays sized 22 inches or greater: BX, DB, ED, EX, MD, ME, RM, EB, MP, MX, NL, TS(n) in 32, 40, 46 and 65 inches, UE, UT-B and PH Series	3 years warranty (for under 16 hours use a day)*
Commercial Large Format DID (Digital Information Display) Displays sized 22 inches or greater: DE, DH, DM, DX, LE, OL, PE, SL, UD, UT, UX, OH, OM and DR Series. TS(n) Series (70 and 82 inches only)	3 years warranty (without limitation of usage)
DB Series under 22 inch	2 years warranty (for under 16 hours use a day)*
Hospitality Televisions (HG series)	3 years warranty (for under 10 hours use a day)*
H Series Commercial TV	2 years warranty (for under 16 hours use a day)*
SUR40 with Microsoft PixelSense Technology	1 year warranty (for under 8 hours use a day)*

\* Although you may have statutory rights outside of the Warranty Period.

For (Company) \_\_\_\_\_  
 Purchased From \_\_\_\_\_  
 Unit Model \_\_\_\_\_  
 Serial No. \_\_\_\_\_  
 Owner \_\_\_\_\_

**FOR SERVICE PLEASE CALL**  
**1300 362 603**  
 Visit: [www.samsung.com.au/support](http://www.samsung.com.au/support)

# SAMSUNG

Delivery Address:  
PO Box 63  
CONCORD WEST NSW 2138

No stamp required  
if posted in Australia



Samsung Electronics Australia  
Customer Care Centre  
Reply Paid 63  
CONCORD WEST NSW 2138

PLEASE GLUE HERE

