

Warranty for Display Products

Terms and Conditions of Hardware Warranty

The customers can claim warranty from NEC Corporation of Malaysia Sdn Bhd's office located at Suite 20.01 Level 20, The Gardens North Tower, Mid Valley City, Lingkaran Syed Putra, 59200 Kuala Lumpur

The customers must produce documentation of invoice as proof of date purchase to enable NEC to provide the warranty service claim without hassle.

PROJECTOR

New Purchase Unit

- Main unit with initial LAMP : 6 months or 2000 lamp hours whichever comes first
- Repair Service : Carry In to nearest walk-in NEC Service Counter
- Accessories not covered under the standard warranty (eg. Bag, Power Cord, Video Cable, others please refer)
- **Standard Warranty - 3 Years on parts and labor for manufacturing defects**

Service Exclusions (Warranty)

- Accessories not replaceable (eg. Bag, Power Cord, Video Cable, remote control & others please refer)
- LAMP Replacement – No warranty for consumable part
- Operating Environment – Dusty, Oily & Smokey (detection by visual or smell)
- Mishandling of equipment or act of GOD, electrical burnt detection, water, breakage or due to abuse of usage

LCD MONITOR

New Purchase Unit

- Repair Service : Carry In to nearest walk-in NEC Service Counter
- Accessories not covered under the standard warranty (eg. Power Cord, Video Cable)
- **Standard Warranty - 3 Years on parts and labor for manufacturing defects**

Service Exclusions (Warranty)

- Accessories not replaceable (eg. Power Cord, Video Cable)
- Operating Environment – Dusty, Oily & Smokey (detection by visual or smell)
- Mishandling of equipment or act of GOD, electrical burnt detection, water, breakage or due to abuse of usage

OPTIONAL Service (Separate Quotation)

- Onsite support (within 30km radius) from NEC office, RM 0.85 per km (Next Business Day)
 - o Exclude ceiling mounted projector dismantling/mounting
- Comprehensive Preventive Maintenance (eg. Interior general cleaning and adjustments)
 - o **PREVENTIVE MAINTENANCE– Single service only (to be quoted)**
The service of Preventive Maintenance (Non-Comprehensive)
 - ◆ Visual Inspection of Projector
 - ◆ Cleaning of Projector Lens
 - ◆ General Cleaning
 - ◆ Check Lamp hours usage
 - ◆ Check Projector hours usage
 - ◆ Update firmware (if any)



Congratulations on your new purchase of NEC product(s). We know you will enjoy using our new NEC product(s) that will bring you many years of benefits.

Our **NECare Toll Free No :- 1 300 88 6322**