

**DIGITAL PROJECTION, INC.**

**PRODUCT WARRANTY\***

This Warranty Statement applies to products offered on Digital Projection's published pricing, current as of the date of this Warranty Statement. Previous Digital Projection products are covered by the Digital Projection Warranty Statement that was in effect at the time of original purchase from Digital Projection.

During the Warranty period, where Digital Projection is satisfied that any claim (excluding lamps) is within warranty, defective products and accessories will be repaired or replaced at Digital Projection's option. Warranty service is performed at Digital Projection Authorized Service Depots or at Digital Projection's Headquarters in Kennesaw, Georgia. Equipment (or parts thereof), which is replaced, shall become the property of Digital Projection. The Product Warranty is void on parts and lamp modules returned with broken warranty seals. The product warranty does not apply to operational symptoms or failures induced as a result of the use of third party control devices, third party communications or control software, or other system components not supplied by Digital Projection. The product warranty shall not apply to the repair or replacement of any parts or components required to support the regular and normal operation or maintenance of the Products and shall not apply to any damage to or failure of the products resulting from acts of God or conditions beyond the control of DP Inc., including, but not limited to, accidents, fire, misuse, improper installation/setup/alignment or adjustments, modifications, alterations, tampering, disconnection, vandalism, or failure to properly maintain or operate the Products. Any exceptions to the conditions in this Warranty are valid only if confirmed in writing by Digital Projection's Director of Sales or Director of Operations. Warranty claims must be submitted to Digital Projection within 90 days of the warranty service to be considered for reimbursement.

**Projection Systems & Accessories (Non-DCI projectors)**

**Standard Use Applications (up to 8 hours per day, up to 40 hours per week, non motion):** All components, excluding lamps, carry a three (3) year parts and labor warranty commencing on the date of initial installation or ninety (90) days after the invoice shipment date, whichever occurs first, during which time defective projection systems and accessories will be repaired or replaced at Digital Projection's option.

**High Use Applications (more than 8 hours per day, more than 40 hours per week, motion with DP verification and approval):** All components, excluding lamps, carry a one (1) year parts and labor warranty commencing on the date of initial installation or ninety (90) days after the invoice shipment date, whichever occurs first, during which time defective projection systems and accessories will be repaired or replaced at Digital Projection's option. In high use applications, motorized parts, such as fans and color-wheels, are considered maintenance items, therefore, the cost for the replacement of these items is the responsibility of the customer.

**Projection Systems & Accessories (DCI projectors)**

**Standard Use Applications (up to 8 hours per day, up to 40 hours per week, non motion):** All components, excluding lamps, carry a two (2) year parts and labor warranty commencing on the date of initial installation or ninety (90) days after the invoice shipment date, whichever occurs first, during which time defective projection systems and accessories will be repaired or replaced at Digital Projection's option.

**High Use Applications (more than 8 hours per day, more than 40 hours per week, motion with DP verification and approval):** All components, excluding lamps, carry a one (1) year parts and labor warranty commencing on the date of initial installation or ninety (90) days after the invoice shipment date, whichever occurs first, during which time defective projection systems and accessories will be repaired or replaced at Digital Projection's option. In high use applications, motorized parts, such as fans and color-wheels, are considered maintenance items, therefore, the cost for the replacement of these items is the responsibility of the customer.

## DIGITAL PROJECTION, INC.

# PRODUCT WARRANTY (continued)\*

### *Radiance LED Video Wall Systems & Accessories*

**Fixed-Installation Applications (LED wall remains in permanent location during warranty period):** All components carry a three (3) year parts and labor warranty commencing on the date of initial installation or ninety (90) days after the invoice shipment date, whichever occurs first, during which time defective LED wall systems and accessories will be repaired or replaced at Digital Projection's option.

**Non-Fixed-Installation Applications (LED wall reconfigured after commissioning or used in transience during warranty period):** All components carry a one (1) year parts and labor warranty commencing on the date of initial installation or ninety (90) days after the invoice shipment date, whichever occurs first, during which time defective LED wall systems and accessories will be repaired or replaced at Digital Projection's option. Product failure resulting from shipping and/or physical or mechanical damage is not covered by this warranty.

**LED Video Wall Defect/Failure Definitions:** In the event of a product defect or failure, Digital Projection will repair or replace all necessary electronic and/or DPI supplied mechanical mounting components of the display cabinet including LED modules, LED diodes (pixels), receiving cards, controllers, power supplies, power and signal cables, mounting frames and brackets. LED module and diode defects/failures are defined as: failing to illuminate, intermittent illumination, persistent (stuck) illumination.

**LED Video Wall Warranty Procedure:** Each Radiance LED system is delivered with a minimum of 2-5% spare parts components (including but not limited to: LED display modules, LED diodes, power supplies, power and data cables, receiving cards). To assure congruous LED wall color and illumination performance to the extent possible, it is expected that all repair materials are sourced from customer spare parts. Repaired/replaced components will be re-stocked in customer spare inventory. Spare components may be stored at end-user site, authorized reseller site, or DPI service facility or combination of above. On-site manufacturer repair, calibration and maintenance services may be available based on service level agreements.

### *Product Upgrades and Repairs*

If the product/part is upgraded or repaired, and is in warranty, the warranty on the associated parts and repairs is either ninety (90) days parts and labor or the remaining period of the product warranty, whichever is greatest.

If the product/part is out of warranty, the warranty on the associated parts and repairs is ninety (90) days parts and labor. Warranty commences on the date of shipment by Digital Projection, of the hardware, software upgrades and/or repairs.

### *Projection Bulbs, Lamp Modules and Reflectors*

Where Digital Projection is satisfied that any claim with respect to projection bulbs, lamp modules or reflectors is within warranty, Digital Projection shall, at its option, either replace the components free of charge or credit the Purchaser with the proportion of the price which the residual warranted life bears to its total warranted life.

Equipment (or parts thereof), which is replaced, shall be the property of Digital Projection. With respect to projection bulbs, the pro-rated value will be based on hours of use. See specific product lamp warranty conditions below.

#### **Projection Lamps (Bulbs) for LIGHTNING projectors**

The first lamp included with each projector, and all subsequent lamps purchased, are warranted to strike<sup>1</sup> and against manufacturing defects for six months commencing from date of shipment or 500 hours of use, whichever occurs first.<sup>2</sup>

## DIGITAL PROJECTION, INC.

# PRODUCT WARRANTY (continued)\*

### **Projection Lamps for TITAN, Mercury, HIGHlite, iVision, M-Vision, dVision, E-Vision & DCI projectors**

The first lamp included with each projector, and all subsequent lamps purchased, are warranted to strike<sup>1</sup> and against manufacturing defects for 90 days commencing from date of shipment, or 500 hours of use, whichever occurs first.<sup>2</sup>

### **LED Projection Illumination Modules for M-Vision, dVision, TITAN & INSIGHT LED projectors**

The LED Illumination Module included with each projector, and all subsequent LED Illumination Modules purchased, are warranted to provide illumination and against manufacturing defects for 3 years commencing from date of shipment.<sup>2</sup>

### **Laser Illumination Modules for E-Vision, M-Vision, HIGHlite, TITAN & INSIGHT LASER projectors**

The Laser Illumination Module included with each projector, and all subsequent Laser Illumination Modules purchased, are warranted to provide illumination and against manufacturing defects for 3 years commencing from date of shipment.<sup>2</sup>

### **Laser Illumination Modules for DCI projectors**

The Laser Illumination Module included with each projector, and all subsequent Laser Illumination Modules purchased, are warranted to provide illumination and against manufacturing defects for 2 years commencing from date of shipment.<sup>2</sup>

### **Lamps (Bulbs) and Reflectors sold by Digital Projection for user replacement in Modules**

All lamps and reflectors sold for user replacement in modules are supplied with an out-of-box warranty only. Defects must be noted and communicated in writing to Digital Projection within ten (10) days of the invoice date. Where user re-lamping causes a negative effect on the projector or other components, the product warranty is invalidated. The manufacturer's decision is final.

### **Non Digital Projection supplied bulbs, reflectors and lamp modules**

Modules, bulbs and/or reflectors requiring service that were not originally supplied by Digital Projection, will only be serviced at Digital Projection's option. No warranty will be offered on the service of non-DP supplied lamp modules and bulbs. **Where use of non-DP supplied components causes a negative effect on the projector or other components, the product warranty is invalidated.**

### **Reflectors and Lamp Modules (excluding bulbs) for LIGHTNING**

LIGHTNING lamp module components and reflectors carry a pro-rated warranty against defects in materials and workmanship for six (6) months or 500 hours of use, whichever comes first. This warranty is void on re-lamped modules for all products if the replacement of the bulb or reflector is carried out by a party other than Digital Projection, Inc., or if bulbs or reflectors provided by a supplier other than Digital Projection are installed in the Module.

### ***Freight***

Warranty replacement parts will be shipped at Digital Projection's expense using standard 3-5 day service. Customers are responsible for the cost of returning warranty parts to Digital Projection. Round-trip freight costs for lamp modules and non-warranty parts are the responsibility of the customer.

### ***Parts Returns***

All parts returned for any reason must be clearly marked with the RMA (Return Material Authorization) number issued by Digital Projection. RMA numbers are obtained from Digital Projection Customer Support. All parts returned must be shipped in original packaging; failure to do so could result in transit damage and the warranty being voided.

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**PRODUCT WARRANTY (continued)\***

1. Lamps that fail to strike may be due to external causes such as venue mains power or other projector components. DPI reserves the right to verify the cause of the fail-to-strike condition before providing lamp warranty coverage.

2. Projection Lamps and LED illumination modules for all models must include the original and functional lamp hour meter on the lamp assembly. Lamp assemblies and LED illumination modules returned to Digital Projection which do not include the original hour meters carry a warranty of 30 days from date of original shipment.

\* This Product Warranty Statement is intended to clarify Digital Projection's terms and conditions of sale and seeks to explain practical operation of those terms in respect to warranty. As such, it is subject to the terms of Digital Projection's dealer agreement.