

## Warranty Conditions for Education use, iiyama Large Format Touch Displays

The standard warranty period is five (5) years for use in the education market from the date of sale to the first end user as a new device (guarantee period). Proof of purchase will be required at the time of the warranty claim. An end user is a person who acquires the product for their own use and not for the purposes of commercial resale.

### Terms and Conditions for use in Education:

- Average usage time 8 hours per day, 5 days a week.
- Used in landscape format only.
- Only for standard mounting (not for kiosk or cabinet mounting).
- Environment temperature max 25° C.

The warranty for education use applies only to new products, not for refurbished or ex-demonstration products.

The warranty for education use applies only for registered and confirmed products by iiyama.

The warranty for education use applies only to products bought in United Kingdom, Benelux, France, Poland, Germany and Austria. For other regions standard LFD warranty terms apply.

The warranty claim entitles the user to a repair, the replacement of defective parts or an exchange of the product for a product of equal quality. The performance of warranty claims shall cause neither an extension nor a restart of the warranty period.

## Warranty Service per Product Series

LFD Product Series	Service Type
TExx02-xx TExx03-xx, TExx04-xx, TExx12-xx, TExx14-xx	Onsite Exchange Service
TE10518UWI-B1AG, LH10551WUS-B1AG	Onsite Exchange Service

### Terms and conditions:

In addition to the standard warranty terms and conditions, the following conditions apply for on-site Service: Within the complete warranty period a service response time of 72 hours applies if an RMA Service is registered at iiyama before 13:00 see: <http://www.iiyama.com/service-form/>

- The customer must provide a clear failure description and perform troubleshooting as advised.  
The customer must follow reasonable service instructions when given.
- Device(s) must be accessible during normal office hours: Mo-Fr 9:00 and -17:00
- Device(s) must be easily accessible (no more than 2.2m high) for our on-site engineers to remove from installation without any security locking/security tagging attached.
- A contact person must be available on the site to receive the courier to complete on-site repair or replacement.
- There must be adequate parking for a courier near to, or on an easily accessible route to the collection area (i.e. must have solid floor access, no grassy areas, and an area safe and stable enough for a pump truck lifting device).

- Repair, collection or replacement must take place at the pre-agreed date. Should there be any changes to this date, you must inform iiyama service 48 hours before the agreed date, stating your RMA Reference number.
- Should a collection attempt fail due to any of the above points not being fulfilled, you will be liable for a charge of GBP 150, payable before any further attempts for replacement can be made.
- iiyama reserves the right and final decision on products deemed inside or outside of the agreed warranty period.

**The warranty is not valid in the following cases:**

- Defect Pixel(s): up to 6 defect(s) pixels are within specification.
- Portrait and Table Top usage.
- Panel Defect after three Years of Usage and a usage time of more than 8 hours per day, max. 5 days a week.
- Damage or destruction due to force majeure or by environmental influences (e.g. humidity, electric shock, dust, etc.)
- Improper storage or operation, in particular when not following the instruction manual, missing features highlighted by faulty software or faulty installation.
- Damage caused by opening the device by non-iiyama authorized certified persons.
- Mechanical damage.
- Image retention, reduction of the luminance of the backlight in LCD panels as a result of continuous operation (more than 8 hours usage per day).
- Customer misuse.
- Any unit where the serial number has been removed
- Should any of the above exclusions apply, iiyama reserves the right to raise any relevant charges to the customer.

**On-site repair, replacement service warranty processing**

Warranty claims for the above regions are dealt in consultation with your local service hotline or service partners authorized by iiyama (for a complete list see [www.iiyama.com/gl](http://www.iiyama.com/gl)).

Should a fault occur, please contact our call-center and we will offer a service solution in cases where we cannot solve it over the phone.

In cases where an on-site Repair Service is necessary, iiyama will assign a service partner who will repair the unit at your premises. Either we will contact you to arrange an appointment or our service partner will contact you directly to make an appointment.