

Barco Standard Warranty (Warranty Document)

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

Who is covered?

This warranty is granted to end-users of Barco products for their own professional use only.

What is covered / For how long?

Barco warrants that its products, when delivered in new condition, in original packaging, and used in normal conditions, are 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.

Warranty starts on the shipment date of products or the date of delivery of the software activation key, as relevant. If Barco is responsible for an onsite acceptance test (OSAT), warranty starts upon sign-off of the OSAT certificate, or when product is put into use, whatever comes 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...) unless explicitly stated otherwise. This warranty does not cover defects resulting from improper or unreasonable use or maintenance, failure to follow the operating instructions or preventive maintenance actions as prescribed 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 or user manual (such as high temperatures, humidity, dust, power surges or incorrect voltage supply...).

The warranty does not cover cosmetic damages (scratches, dents, cracks, ...), which have not been claimed within 8 days of the delivery of the goods.

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, incorrect grounding, 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, natural reduction of light output, natural degradation of optical image quality, 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 without invoicing the cost for the under warranty HW. The replaced product, parts and/or components shall become the property of Barco and shall, at our request, be returned to Barco, otherwise invoiced.

The repair or correction shall be carried out at Barco's repair facility, unless Barco has agreed with Buyer to perform the repair or replacement elsewhere, in which case time and travel and living expenses of the service engineer shall be payable by Buyer in accordance with Seller'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) for specific return and shipping information.
- (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. Use the RMA number as reference within all your communication with Barco.

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)

This Warranty Rider supplements the Barco Terms and Conditions of Sale [TnC English] and Warranty Document. In case of any contradiction or inconsistency, the Warranty Rider will prevail. This Warranty Rider supersedes the previous versions thereof.

1. Projectors⁽¹⁰⁾

| Product | Warranty Period | Service Policy (warranty entitlement) |
|---|--|---|
| F40/70/400 series + lenses | Sold before April 2022: 36 months. Sold from April 2022: 60 months. | Return to factory for repair, 10 business days TAT ⁽¹⁾ ; help desk business hours ⁽²⁾ |
| F50/80/90 series + lenses | 36 months | Return to factory for repair, 10 business days TAT ⁽¹⁾ ; help desk business hours ⁽²⁾ |
| G series + lenses | 36 months or 20.000 hours runtime. | Advance swap of full projector, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |
| Galaxy series | 24 months | Advance exchange of parts ⁽⁶⁾ , next business day economy shipment ⁽³⁾ , help desk business hours ⁽²⁾ . |
| HDX Series + Lenses | Sold before Aug 2015: 24 months. Sold from Aug 2015: 36 months | Advance exchange of parts ⁽⁶⁾ , next business day economy shipment ⁽³⁾ , help desk business hours ⁽²⁾ |
| iQ series + lenses | 36 months or 20.000 hours, whichever occurs first ⁽⁸⁾ . | Return to factory for repair, 10 business days TAT ⁽¹⁾ , help desk business hours ⁽²⁾ . Advance exchange of loan unit, next business day express shipment ⁽⁴⁾ . |
| I600-4K series + lenses | 36 months or 20.000 hrs runtime | Advance swap of full projector, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |
| QDX series + lenses | 36 months | Advance exchange of parts ⁽⁶⁾ , next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |
| UDX series + lenses | 36 months | Advance exchange of parts ⁽⁶⁾ , next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |
| UDM series+ lenses | 36 months | Advance exchange of parts ⁽⁶⁾ , next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |
| XDM + lenses | 36 months | Advance exchange of parts ⁽⁶⁾ , next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ |
| XDX + lenses | 36 months | Advance exchange of parts ⁽⁶⁾ , next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ |
| XDL series + lenses | 24 months | Advance exchange of parts ⁽⁶⁾ , next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . Included (material only) are the chiller main pump, DMD cooling module and compressor at the planned replacement interval as detailed in the Service Manual. |
| Wi-Fi Module, 3D Input Module, GSM Module | 24 months | Advance exchange of parts ⁽⁶⁾ , next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ |

| | | |
|---|-----------|--|
| Balder, Bragi, Loki, Medea | 36 months | Return to factory for repair, 10 business days TAT ⁽¹⁾ ; help desk business hours ⁽²⁾ . |
| Apollo 20, Athena, Freya, Njord, Prometheus I/II, Wodan, Zeus | | Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |
| Prometheus III, Thor, Thor+ | | |

- Lamp warranty covers failure to ignite, lamp explosion, light output dropping below 50% and flicker in excess of 6% during the warranted lifetime.
- F Series lamp Warranty is limited to 90 calendar days after date of invoice or 500 hours runtime, whichever comes first.
- Lamp Warranty on HDX 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. Detailed information is available under *Documentation* on the specific product pages on www.barco.com.
- 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.
- Projector lenses bought separately are subject to the same warranty conditions as the projector where they are used for.
- Projectors must always be mounted in a manner which ensures the free flow of clean air into the projector's ventilation inlets.
- Do not operate the projector outside its temperature and humidity specifications as this may result in overheating and malfunction.
- Do not operate the projector in environments with excessive dust. The projector must be installed in environments where the dust conditions are as low as expected in a standard office environment. The environment must be clean and free from hostile airborne particles which may have harmful effects (e.g. airborne contaminants produced by smoke or snow machines, contaminants derived from chemical products such as e.g., disinfectants, conducting types of dust, excessive dust).
- Failure to take suitable precautions to protect the projector from the effects of persistent and prolonged air contaminants may culminate in extensive and irreversible damage. If the specified environmental conditions cannot be guaranteed, the projector must be removed, or switched off and fully protected until the requirements are fulfilled. Devices or structures to extract or shield contaminated air well away from the projector are a prerequisite, if this is not a feasible solution then measures to relocate the projector to a clean air environment should be considered.
- Contact Barco in case uncertainty exist on the environmental conditions prior to install and operate the projector

2. Image Processing Products

| Product | Warranty Period | Service Policy (warranty entitlement) |
|--|-----------------|--|
| All Image Processing Products: E2, EC-series controllers, Encore 3, Ex, ImagePro-II, ImagePro-II Jr., IO Gateway, PDS-3G, PDS-4K, S3. | 36 months | Return to factory for repair, 10 days TAT ⁽¹⁾ ; help desk business hours ⁽²⁾ . |
| ECU, MCM-series | 24 months | Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |

3. Wireless collaboration – ClickShare and wePresent

The ClickShare and wePresent warranty and support conditions are specified in <https://www.barco.com/en/support/docs/TDE13091>.

4. LED-lit projection cubes

| Product | Warranty Period | Service Policy (warranty entitlement) |
|--------------------------|-----------------|--|
| O-series | 24 months | Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |
| M-series | 24 months | All versions of M-series and their upgrades, coming with Display Port input, must be registered at the Barco registration portal. The warranty for those versions starts on the date of registration or 9 months after shipment by the Seller, whichever comes first. |
| Upgrade kits towards LED | 24 months | |

5. Laser-lit projection cubes

| Product | Warranty Period | Service Policy (warranty entitlement) |
|----------------------------|-----------------|---|
| ODL series | 24 months | Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . All versions of ODL and Laser upgrades, coming with Display Port input, must be registered at the Barco registration portal. The warranty for those versions starts on the date of registration or 9 months after shipment by the Seller, whichever comes first. |
| EVD-721 LB | 24 months | |
| Upgrade kits towards Laser | 24 months | |

6. LCD

| Product | Warranty Period | Service Policy (warranty entitlement) |
|--------------|-----------------|---|
| UniSee | 36 months* | Exchange of parts after reception of defective part ⁽⁷⁾ , best effort economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . The warranty starts on the date of registration or 9 months after shipment by the Seller, whichever comes first. |
| KVD-B series | 36 months | |
| LVD-B-series | 36 months | |
| KVD-C series | 36 months | |
| LVD-C series | 36 months | |
| LVD-D series | 36 months | |
| LVD-D series | 36 months | |

Barco Mounting Structure

The final pixel to pixel gap between two adjacent screens depends on the adjustment performance of the mounting structure used and on the size of the video-wall. The possibility of damaging a panel during the installation is also highly dependent on the type of mounting structure used. In order to achieve best in class pixel to pixel gap and minimize the risk to damage a panel during the installation BARCO strongly advises to use BARCO mounting structure or another mounting structure that is also available for sales at Barco.

UniSee always comes with a Barco mounting structure that prevents damage to the mechanical components during the installation and uses the power of gravity to automatically align panels guaranteeing the best possible alignment in function of the tolerances and the size of the wall. An installer must follow the dedicated training before attempting any configuration or installation. Before unpacking the LCM, you must run the "LCM DOA test" using the test script supplied with the LCM to detect certain damages (including mechanical damage, broken glass, glass cracks, horizontal or vertical line defects). If the test reveals any damages, you must report them immediately and leave the LCM in its original packaging. Any damage which the "LCM DOA test" can detect, but reported after the blue package seal is broken, is not covered by the warranty.

Light Leakage

If Light leakage observed, and it does not meet BARCO specifications please refer to the user manual for coverage.

Aging of LCD-displays

LCD-displays displays may suffer from age-related defects inherent to LCD technology.

Such defects include, but are not limited to:

Image retention, image sticking

After presenting a still image for a longer period of time, this image and specifically the contours of this image might still be visible as pale shades after screen content changed.

Black mura, dark clouding

Larger areas of the display show dark shades or dark clouds, most prominently visible when presenting a white image all over the screen.

Such defects are excluded from the warranty.

7. Controllers

| Product | Warranty Period | Service Policy (warranty entitlement) |
|---------------------------|-----------------|---|
| Barco CTRL | 24 months | Exchange of parts after reception of defective part ⁽⁷⁾ , best effort economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |
| OpSpace | 24 months | |
| UniSee Present (UPW) | 24 months | |
| Transform N SD | 24 months | Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . Note that only the controller hardware is subject to the warranty entitlements mentioned in this table. All Barco proprietary controller software is always subject to the software warranty entitlements, stipulated under point '11. Barco application software'. All third-party software installed on the controllers is subject to the warranty entitlements of that respective software. |
| Transform N | 24 months | |
| Transform XDS | 24 months | |
| Transform ECU | 24 months | |
| Workstation Mini | 24 months | |
| NG-X11 Display Controller | 24 months | |
| NCN | 12 months | Exchange with functional equivalent, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |

8. Encoders/decoders

| Product | Warranty Period | Service Policy (warranty entitlement) |
|----------|-----------------|--|
| NGS-D200 | 24 months | Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |
| NGS-D320 | 24 months | |
| NGS-D440 | 24 months | Exchange of parts after reception of defective part ⁽⁷⁾ , best effort economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |

9. LED products

| Product | Warranty Period | Service Policy (warranty entitlement) |
|---|--|--|
| X-series incl. NM-100/NP-100 | Sold before 2017: 12 months Sold from 2017: 36 months | Return to factory for repair, help desk business hours ⁽²⁾ for the LED modules Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ for all other material |
| XT-series* incl. NM-100/NP-100 | 36 months | Return to factory for repair, help desk business hours ⁽²⁾ for the LED modules Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ for all other material |
| IEX series | 12 months | Return to Barco for repair, help desk business hours ⁽²⁾ for the LED modules A set of spare parts is provided with the original delivery, calculated to cover all needs during warranty period. |
| TruePix series incl INP-100 excl. TP-I TAA version | 36 months | Return to factory for repair, help desk business hours ⁽²⁾ for the LED modules Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ for all other material ¹ . The warranty starts on the date of product-registration or 9 months after shipment by the Seller, whichever comes first. |
| TruePix-I TAA version incl. INP-100 for the same | 60 months | Return to factory for repair, help desk business hours ⁽²⁾ for the LED modules Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ for all other material ¹ . The warranty starts on the date of product-registration or 9 months after shipment by the Seller, whichever comes first. |
| NT series incl INP100 | 36 months | Return to factory for repair, help desk business hours ⁽²⁾ for the LED modules Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ for all other material ¹ . The warranty starts on the date of product-registration or 9 months after shipment by the Seller, whichever comes first. |

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|--------------------------|---------|------------|
| Infinipix software suite | 60 days | Bug fixing |
|--------------------------|---------|------------|

- LED tiles or modules must be shipped in Barco's dedicated packaging; any damage caused by not shipping in this packaging will be considered damage due to inappropriate use.
- The LED tiles must be unpacked under supervision of the Barco Customer Support Engineer attending the installation process, unless the Installation Guidance service has been expressly waived by Barco.
- All LED tiles or modules must be inspected for mechanical damage prior to unpacking. In case of mechanical damage, pictures of the material must be provided before the damaged material can be accepted as Dead On Arrival (DOA).
- TruePix modules come with a DOA-test
 All TruePix modules must run through the DOA-test-sequence before unpacking. The test-sequence allows to check for transportation damages, dead pixels or other defects before taking the module out of the box. If the test reveals any damages, this must be reported immediately. The module shall be kept in its packaging with the seal unbroken. Any damage which the LED-DOA-test can detect, but reported after the package seal is broken, is not covered by the warranty.
- Allowed number of pixel-defects

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|-----------------------------------|-----------|
| NT series with pixel pitch | 0.9 – 1.9 |
| Allowed fully dead pixels (55") | 2 |
| Allowed stuck pixels (55") | 4 |
| Allowed bright pixels (55") | 0 |

- Fully Dead Pixels : pixels that do not emit any light (black)
- Stuck Pixels : single LED diodes / sub-pixels that emit a single color (red, green, blue, cyan, magenta, ...)
- Bright Pixels : single LED diodes / sub-pixels that emit light with higher brightness when display is black

The number of permissible defective pixels applies to a horizontal, rectangular area with 16:9 aspect ratio and a diagonal of 55inch (typical display format). This compares for NT-series to 2x2 tiles.

Displays with fewer defective pixels cannot give rise to a warranty claim.

10. Barco application software

| Product | Warranty Period | Service Policy (warranty entitlement) |
|--|-----------------|---------------------------------------|
| OpSpace | 3 months | Bug fixing |
| CTRL | 3 months | Bug fixing |
| CMS | 3 months | Bug fixing |
| XDS Control Center | 3 months | Bug fixing |
| Overture | 3 months | Bug fixing |
| Video wall Manager & Video wall Management Suite (WallConnect) | 3 months | Bug fixing |

11. Diffusive rear projection screens (Including Coated Screen V2)

| Product | Warranty Period | Service Policy (warranty entitlement) |
|----------------------|---|---|
| Glass screen | New Sale - 24 mth. , Replacement - 3 mth. / Remaining warranty, whichever is earlier | 'Repair on-site' OR 'Exchange of Screen', Lead Time on Best Effort Basis; , help desk business hours ⁽²⁾ |
| Rigid Acrylic screen | | |
| Semi-Rigid screen | | |
| RigiFlex screen | | |

12. Cinema Projectors ^{(9), (10)}

| Product | Warranty Period | Service Policy (warranty entitlement) |
|---|--|--|
| DPxK-B/C/S/E series + Lenses | 24 months | Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |
| DPxK-P series + Lenses | 24 months | Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |
| DP4K-L series + Lenses | 24 months | <p>Advance exchange of parts, next business day economy shipment⁽³⁾; help desk business hours⁽²⁾. Included (material only) are the chiller main pump, DMD cooling module and compressor at the planned replacement interval as detailed in the Service Manual.</p> <ul style="list-style-type: none"> - Laser clusters are covered up to 30.000 hrs of operation, or 40.000 hrs if the warranty is extended to 10 years. - Only laser cluster failures issuing a yellow or red warning light on the projector are covered. - The following consumables are covered: <ul style="list-style-type: none"> - Main pump (R9801097) - 30.000 hrs expected lifetime; - Compressor (R9801632) - 30.000 hrs expected lifetime; - DMD cooling module (R9801154) - 30.000 hrs expected lifetime. <p>These consumables <u>must</u> be replaced after the runtime as detailed in the Service Manual; for a <u>system</u> covered by a service contract the parts are provided free of charge.</p> <ul style="list-style-type: none"> - For main pump, compressor and DMD cooling module, if purchased separately, a 2 years warranty applies. |
| DPxK-B/C/S LP series + Lenses | 24 months | <p>Advance exchange of parts, next business day economy shipment⁽³⁾; help desk business hours⁽²⁾.</p> <ul style="list-style-type: none"> - Only laser failures issuing a yellow or red warning light on the projector are covered under Warranty and Extended Warranty; - Warranty on the laser source is limited to 30.000 hours of operation. |
| SPxK-S/C/B series + Lenses | Shipped before Aug 2024: 24 months shipped from Aug 2024: 36 months | Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |
| LS4K | 24 months | Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |
| ICMP(-X)(S) | Shipped before aug 2024: 24 months shipped from aug 2024: 36 months | Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . warranty. |
| HDD or SSD sets bought either separate or with an ICMP (-X) | Shipped before aug 2024: 24 months shipped from aug 2024: 36 months | <p>Advance exchange of parts, next business day economy shipment⁽³⁾; help desk business hours⁽²⁾</p> <p>Extended warranty on the ICMP(-X) or ICMP(-X) projector is not transferable to the HDD or SSD set, either bought with or separately from the ICMP(-X).</p> |
| NVMe set bought either separate or with an ICMP-XS | 36 months | <p>Advance exchange of parts, next business day economy shipment⁽³⁾; help desk business hours⁽²⁾</p> <p>Extended warranty on the ICMP-XS or ICMP-XS projector is not transferable to the NVMe set, either bought with or separately from the ICMP-XS.</p> |
| APX AuroMax | 24 months | Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |

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| LLU Upgrade Kit for series 2 (Xenon - DPxK-xxS/C/B) & series 3 (Smartlaser - DPxK-xxSLP/CLP/BLP) | 60months/30000hrs | 60months/30,000hrs whatever occurs first. Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |
| Cinegate | 36 months | Advance exchange of parts, next business day economy shipment ⁽³⁾ ; help desk business hours ⁽²⁾ . |

Footnotes:

- (1) Return-to-Factory (RTF) (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 center. Once received, Barco or Barco's Certified Service Center will repair the product or part with a turnaround time (TAT) of 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.
- (2) Help desk business hours. Provides phone 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 centers' local time Monday to Friday, excluding national and local holidays observed by Barco.
- (3) Advance Exchange (Next Business Day Economy shipment). Provides replacement of covered failed hardware parts. If technical 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 of the failed product (including packing, transport and insurance related) to Barco. The Customer shall pack the Products correctly so as to protect them from transport damage and properly back-up any data stored thereon. The one-way cost of packing, transport and insurance related to shipping a replacement part to customer shall be borne by Barco.
- (4) Advance Exchange (Next Business Day Express shipment). Provides replacement of covered failed hardware parts. If technical 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 express 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.
- (5) Normal light output decrease is excluded. Typically 50% of the initial light output can be expected after 12.000 hrs. Environmental conditions may shorten the lifetime of the light source. The warranty on the laser light source is 36 months or 12.000hrs runtime, whichever comes first; all other parts: 36 months.
- (6) Advance Exchange (best effort delivery 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 a best effort basis with economy 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.
- (7) Exchange of parts after reception of defective part (best effort delivery 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, the defective part can be sent to Barco's designated service center in proper packaging. Upon reception of the defective part, a replacement part will be dispatched on a best effort basis with economy shipment. Customs clearance can delay the delivery in certain regions.
- (8) Normal light output decrease is excluded. Typically, 50% of the initial light output can be expected after 10.000 hrs. Environmental conditions may shorten the lifetime of the light source.
- (9) For software, repairs and purchased spare parts 6 months warranty apply, unless specified otherwise in this warranty rider. In case of repair or replacement, the warranty period shall continue to run until its expiry or 6 months after the repair or replacement, whichever is longer.
- (10) Second hand and demo equipment: 12 months commencing on the date of shipment or, if applicable, the date of acceptance as per Article 5.2 of Barco's Terms and Conditions of Sales.