

# Warranty

## General Warranty information:-

The warranty covers all Fujitsu Plasmavision products supplied by Fujitsu General via its UK operation to the UK.

The Warranty period is for a period of 2 years for built-in tuner product and 3 years for all other products as detailed below from date of purchase, or within 3 months of delivery to any distribution outlet. Warranty upgrades for up to 5 years At Site are now available.




### 3 years (2 years At Site and 1 year Return To Base) cover:-

P42HHA40US	P42HTS40GS
P50XHA40US	P50XTS40GS
P55XHA40US	P63XHA40US
P42HTS51ES	P42XHA58EB
P50XTS51ES	P50XHA58EB
P55XTS51ES	P63XHA51ES/RS
LPF-D711	

### 2 years (1 year At Site and 1 year Return To Base) cover:-

P42HTA51ES	P50XTA51ES
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All other models are to be referred to Fujitsu General to obtain warranty status.

#### Q: What does "At Site" cover mean?

**A:** Fujitsu or its nominated service partner will arrange (after checking with the customer for a valid fault) to remove the unit (subject to our terms and conditions below), delivery to our repair facility, return the unit and re-install onto the existing hardware. At Fujitsu's sole discretion, it may supply a temporary loan unit whilst the customer's own unit is being repaired (subject to availability) and not necessarily equivalent spec product.

#### Q: What does "Return To Base" cover mean?

**A:** For service repair, Fujitsu will accept any unit covered by our warranty agreement that is delivered to our repair facility at the customer's expense (subject to our terms and conditions below). Fujitsu will repair the unit and deliver back to the customer at Fujitsu's expense.

#### Q: How long is the repair warranted for?

**A:** All repairs are warranted until the end of the original warranty period or for 3 months whichever is the longer.

#### Q: What is the "Dead On Arrival" procedure?

**A:** Dead On Arrival is not covered under the "At Site" Standard Warranty. In a separate provision, Fujitsu will agree to replace a product that is Dead On Arrival (DOA) provided it is within 28 days of order and is repackaged in its original undamaged box with all accessories and is in otherwise perfect condition. Installed product is not generally classified as DOA and falls under the Standard Warranty terms. The unit must be ready for collection at the same time as the replacement unit is delivered otherwise a repeat delivery charge will be made. The supplying dealer must arrange the replacement with Fujitsu General on behalf of the customer before any DOA exchange can be carried out. Fujitsu will not be responsible for installation or re-installation effort in these cases.

#### Q: What will happen if the customer's screen is delivered damaged?

**A:** This damaged on delivery scenario is not covered under "At Site" Standard Warranty. Fujitsu General advises all dealers and re-sellers to examine each screen for damage prior to shipping to the customer. Fujitsu General recommends that adequate insurance is taken out to cover the dealer or re-seller in such a situation. Fujitsu General will only cover delivery damage from their warehouse to the dealer or re-seller's business address and will need to be informed immediately of any damage on delivery with full goods description.



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# T&C's

## Terms and conditions:-

Standard Warranty terms and conditions for Plasmavision products sold on or after 1st March 2005.

### 1. The standard warranty is:-

- 1.1. Following the date of purchase (or within 3 months of the date shipped to any distribution outlet) the customer will be entitled to receive an "At Site" service as defined in the Q&A section of this document, for the period specified for that particular model.
- 1.2. After the "At Site" service entitlement has expired the customer will be entitled to receive a "Return To Base" service for the remainder of the warranty period as defined in the Q&A section of this document.
- 1.3. The customer is able to purchase warranty upgrades for both "At Site" service and extended year's cover, in these cases the customer must produce the original invoice detailing the nature of the extended cover.
- 1.4. For the avoidance of doubt, any product sold to a customer which is re-used, refurbished or in any way not brand new will be treated for Standard Warranty purposes as Return To Base for the period of one year as set out in the RTB Claim described in paragraph 4. All other provisions and exclusions apply.
- 1.5. Any unit that has been requested with a custom finish or non-standard be-spoke non factory standard build will be subject to a "At Site" collect, repair, return service only outside of the initial DOA period.

### 2. The Standard Warranty commences from date of purchase (or within 3 months of the date shipped to any distribution outlet).

- 2.1. The purchase receipt or invoice shall be the proof of ownership and the basis for this Standard Warranty.
- 2.2. If the customer fails to produce such evidence, Fujitsu General will allow three (3) additional months from the date of delivery to the direct (first) channel in addition to the Standard Warranty period, after making and confirming additional security checks.

### 3. The Standard Warranty is transferable subject to satisfactory sales history of the unit.

### 4. Fujitsu General may appoint a third party to perform any obligation under the Standard Warranty.

### 5. The following exclusions apply:-

- 5.1. Customer misuse and damage (Including any cosmetic defect) of any kind howsoever caused, including but not limited to misuse, accidents, negligence, modifications, lightning, water, fire, acts of war and public disturbances, failure and damage to any equipment connected to the product or caused by software interface problems.
- 5.2. Incorrect input signal or incorrect voltage applied and usage outside environmental specification (atmosphere/temperature/humidity/pressure).
- 5.3. Unauthorised modification or attempted repair.
- 5.4. Products with illegible, deleted, tampered or defaced or missing serial numbers.
- 5.5. No fault found
- 5.6. Any damage to the PDP glass including but not limited to image storage (otherwise known as screen burn where frequently displayed images may cause permanent damage), sub pixel failure which is within specification being more than 99.999% of sub pixels being fully functional.
- 5.7. Fitting within enclosures with insufficient ventilation.




- 5.8. Cleaning of ventilation and fan outlets and any subsequent internal contamination from the same.
  - 5.9. Audible noise within specification.
  - 5.10. Transportation of the product without approved packing and/or transportation of the product in an incorrect manner (as stated on the packing).
  - 5.11. Installation and cabling and/or industrial and specialist installations from a built in product or affixed to premises where removal causes damage. Installation and cabling outside Fujitsu General's guidelines set out in the instruction manual.
  - 5.12. Periodic check-ups, adjustments, maintenance or conversions as well as replacement of parts due to wear and tear resulting from abnormal usage.
  - 5.13. Batteries used in the remote control.
  - 5.14. Any product that is used for hiring purposes.
  - 5.15. Other performance and specification limitations of technology.
6. A charge may be made at the discretion of Fujitsu General for labour, parts and/or carriage, should a claim be made and subsequently found to be excluded in clause 5.
7. In relation to installation, only approved wall brackets, stand and accessories must be used for installation. It is recognised that:-
- 7.1. Final installation is outside of Fujitsu General's control and
  - 7.2. Customers must satisfy themselves as to the suitability of such installations.
8. In respect of any claim being made under the Standard Warranty, the customer shall:-
- 8.1. Retain the original packaging.
  - 8.2. Use the original packaging where there is need to transport a unit for RTB repair, see RTB Claim described in paragraph 4. (Original packaging is available from Fujitsu General at a cost).
9. Fujitsu General will be responsible for damage caused by the carrier only if Fujitsu General has contracted with the same. No other claim or responsibility will be accepted for any damage caused by any other parties howsoever arising.
10. Without limitation to your statutory rights we will not be liable for loss in relation to failure of the unit howsoever arising.
11. Warranty registration details will be held in accordance with the Data Protection Act 1998 and will only be used for the purpose of implementing this warranty.
12. Any complaints must be made in writing and addressed to Fujitsu General.
13. Fujitsu General may amend, vary or change any term or condition contained herein by giving reasonable notice by any means whatsoever to the customer of its intention to do so.
14. This Standard Warranty is available in the UK only.
15. This Standard Warranty is governed by English law.



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# T&C's

## Terms and conditions:-

**HD  
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### Product Returns Procedure.

#### 1. Information required for all claims.

- 1.1. Model number
- 1.2. Serial number
- 1.3. Date of purchase
- 1.4. Fault detail (description)
- 1.5. Full details of the owner of the product
  - 1.5.1. Name and address
  - 1.5.2. Phone, fax and e-mail
- 1.6. Full details of the company/person responsible for shipping the product to Fujitsu General.
  - 1.6.1. Contact name and address.
  - 1.6.2. Phone, fax and e-mail.

#### 2. How to make a repair claim.

- 2.1. For damaged on delivery or Dead On Arrival the customer should refer to the supplier. In all other cases:-
  - 2.1.1. Check all connections.
  - 2.1.2. Ensure external equipment is functioning correctly.
- 2.2. Call our helpdesk on the appropriate number, who will verify and confirm the fault (for details see paragraph 6).
  - 2.2.1. Where applicable you may be advised to check all external equipment, cabling, settings, specification or performance limitations.
  - 2.2.2. Certain exclusions apply under the Standard Warranty.
- 2.3. Support personnel may refer you to a technician if it appears that your claim is related to a setup, configuration or performance limitation or any other item as excluded in clause 5 of the Standard Warranty.
- 2.4. You will be issued a unique RMA (Return to Manufacturer Authorisation) number after supplying all the required information as in paragraph 1. This RMA must be quoted on all paperwork correspondence and subsequent telephone calls.

#### 3. At Site claim

- 3.1. You will be contacted by our logistics representative who will advise you of the date the screen will be examined.
- 3.2. Fujitsu General does not provide an on-site engineer service. All personnel making visits have been trained in the installation of the product and basic troubleshooting.
- 3.3. Where a product is fixed or attached to a wall or any other surface more than 2 metres above ground level Fujitsu General reserves the right to desist from carrying out any work.
- 3.4. Fujitsu General reserves the right to replace defective parts or products or to replace defective products with either new, refurbished or recycled spare parts or products.
- 3.5. If the representative attends site and finds the unit working properly and the fault was due to other reasons a charge will be made.
- 3.6. Any person representing Fujitsu General has no authority to amend any terms and conditions contained in this document.

#### 4. RTB claim

- 4.1. Please use the original packing to return the unit (see clause 8 of the Standard Warranty). Product in unsuitable packing/carton/case will not be admitted for repair.
- 4.2. Product returned without a valid RMA to Fujitsu General or its approved repair agent will not be admitted for repair.
- 4.3. Product returned for repair will only be accepted where they are without accessories or ancillary items attached to them (please ensure you remove any remote controls, desktop stands, wall brackets, speakers and alike).

- 4.3.1. We will not be responsible for any liability howsoever arising in relation to accessories/ancillary items where the customer has not complied with our request at 4.3.
- 4.4. A carrier must have permission from the customer to allow Fujitsu General or its representatives to examine the goods for any damage before acceptance of delivery.
- 4.5. Fujitsu General strongly advises the customer to insure the product to its full value against damage and loss during shipping and transportation.
- 4.6. A product cannot be accepted on the same day as an RMA is issued.
- 4.7. An RMA can only be used against one product. A product will not be accepted if the RMA is re-used or used with an alternative unit.
- 4.8. The RMA is valid for 28 days from registration, which means the product must be returned within that period.
- 4.9. The return address will be the same address as set out in clause 1.6.1 above unless Fujitsu General receives in writing an instruction from the customer informing them of different address details.
- 4.10. Any repair claimed under the Standard Warranty but found to be subsequently out of warranty period will be subject to the "out of warranty" procedures below.
- 4.11. Repairs claimed under the Standard Warranty found to be damaged on delivery shall be refused. Such product is not covered by the Standard Warranty. The customer may make a claim with their carrier.

#### 5. Additional points for repair claims out of warranty.

- 5.1. After receipt of the product, an estimate will be prepared showing all related costs of repair.
- 5.2. There is a standard £75.00 charge for the preparation of an estimate. This charge will be cancelled if the estimate is accepted.
- 5.3. The customer then has the option to accept or refuse the estimate.
- 5.4. The product will only be released upon full payment of any outstanding charges.
- 5.5. Under the Torts (Interference with goods) Act 1977, the customer has up to 6 calendar weeks to collect the product from time Fujitsu send out the prepared estimate (unless the customer pays Fujitsu General to deliver the product back). Uncollected goods will be disposed of after a lapse of 6 calendar weeks.

#### 6. Support Hours and Contact Details

- 6.1. 9am to 4.30pm Monday to Friday cover for repair claims
  - 6.1.1. Warranty line Tel:- 0871 853-1-853
  - 6.1.2. E-Mail: warranty@fujitsu-general.co.uk
- 6.2. Excluding Bank Holidays and National Holidays
- 6.3. For all other technical, support and correspondence:-
  - 6.3.1. Fujitsu General (UK) Co Ltd, Unit 150 Centennial Park, Centennial Avenue, Elstree, Hertfordshire. WD6 3SG  
Tel:- +44 (0)20 8731 3450

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