



## Commercial Signage Monitor - Advanced Exchange Warranty Statement / Instructions

**Please Read these simple instructions in order to obtain a replacement for your defective unit.**

All Philips Signage Commercial displays are designed and manufactured to high standards and deliver high-quality performance, ease of use and ease of installation. Should you encounter any difficulties while installing or using this product, please contact Philips Signage Solutions directly to benefit from your Philips Warranty. This three-year service warranty entitles you to a swap model on-site with expedited ground delivery within three years of purchase. Transportation in both directions and packaging is covered free of charge.

### **Limited Warranty:**

**Three Years Advance Exchange including roundtrip transport via ground service**

- **48 hour advanced exchange (transportation) available for a surcharge at time of service request. (not available for sizes 52" or larger or any video wall model). Additional charge can be billed to a credit card.**

*\* Product will be exchanged with a new or renewed to original specifications unit within three to seven business days for the full three-year warranty. Calls received by 2:00 pm EST time will be processed same day, calls received after the cut off will be processed the following business day.*

### **WHO IS COVERED?**

You must have proof of purchase to receive warranty service. A sales receipt or other document showing that you purchased the product is considered proof of purchase.

### **WHAT IS COVERED?**

Warranty coverage begins the day you buy your product. *For three years thereafter*, all products will be replaced. Labor, packaging and roundtrip ground transport is free. *After three years from the day of purchase*, you may pay for the replacement or repair of all parts, and for all labor charges. All parts, including repaired and replaced parts, are covered only for the original warranty period. When the warranty on the original product expires, the warranty on all replaced and repaired products and parts also expires.

### **WHAT IS EXCLUDED?**

Your warranty does not cover:

Shipping damage incurred by freight handlers.

LCD panel damage, (Scratched lens, broken plastics or fractured internal glass) due to negligence.

Mura heat damage caused by improper airflow due to enclosure or millwork, also non controlled environments where temperature exceeds specified levels noted in technical specifications.

Labor charges for installation or setup of the product, adjustment of customer controls on the product, and installation or repair of antenna systems outside of the product.

Product repair and/or part replacement because of misuse, accident, unauthorized repair or other cause not within the control of EPI or Philips Signage Solutions.

A product that requires modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications.

Incidental or consequential damages resulting from the product. (Some states do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply to you. This includes, but is not limited to, prerecorded material, whether copyrighted or not copyrighted.)

The model or production number on the product has been altered, deleted, removed or made illegible. Any product modified, changed or converted without the approval of EPI and/or Philips Signage management will result in the warranty being null and void. This includes any modifications, changes or conversions to an advance exchange replacement previously shipped under this Philips Signage Solutions warranty program.

#### **WHERE IS SERVICE AVAILABLE?**

Warranty service is available in the 48 contiguous states of the U.S. In countries where Philips Signage Solutions does not distribute the product, the local Philips service organization will attempt to provide service (although there may be a delay if the appropriate spare parts and technical manual(s) are not readily available).

#### **WHERE CAN I GET MORE INFORMATION / HOW DO I REQUEST SERVICE?**

For more information, contact the Philips Signage Solutions Customer Care Center by calling

**(800) 224-7788 or via email at [philips-cs@tosystems.com](mailto:philips-cs@tosystems.com)**

When you contact Philips, please have the following information ready, so we can solve your problem quickly:

- Philips type (model) number
- Philips serial number
- Purchase date (copy of purchase may be required)
- PC or media appliance display is connected to (or video interface)
- Description of malfunction
- If a replacement is needed after the troubleshooting phase of call, the full address to which the replacement monitor should be delivered is also required.

#### **DOA REPLACEMENT REQUESTS (Monitors electronically defective within first 30 days after purchase)**

Please contact the Philips Signage Customer Care Center at the number above with proof of purchase to allow for processing of an exchange request. If proof of purchase cannot be provided, EPI / Philips Signage cannot guarantee an exchange with a (new) unit replacement.

#### **Just a phone call away**

Philips' customer help desks are located worldwide. Within the U.S. you can contact Philips Signage Customer Care Monday-Friday from 8:00 AM-9:00 PM Eastern Time by using the toll free contact phone number above. Also within the US, the Philips Customer Care message center will be available 24/7 for customers who wish to log a call for early response.

For more information on this and more great Philips Signage Solutions commercial monitor products visit our website at: [www.pcommercialsolutions.com](http://www.pcommercialsolutions.com)

Thank You for choosing Philips Signage Solutions.

Regards,

Philips Customer Care Center

