



PLANAR INTERNATIONAL PRIMARY LCD LIMITED WARRANTY

This Primary LCD Video Walls & Displays Limited Warranty (“Warranty”) is offered by Leyard & Planar Singapore Pte. Ltd., doing business as Planar International, concerning certain LCD Products sold under Leyard, Planar, and Planar International brand names, but *not* listed as included in the Planar International LCD Limited Warranty (referred to as a “Product” or plural, “Products”). This Warranty only applies to Products sold by Planar International within Asia¹, the Middle East, Africa, Australia & New Zealand (the “Territory”), subject to the terms and conditions of this Warranty statement.

Planar International Primary LCD Video Walls & Displays Limited Warranty

Planar International warrants to the original registered end user customer who purchases new Products covered by this Warranty from Planar International or its authorized dealer or distributor (“Customer”) that, commencing from the date of Planar International’s initial shipment of the Product, the Product will be free from defects in material and workmanship for two (2) years (the “Warranty Period”) under normal use and maintenance.

Customer’s sole and exclusive remedy under this Warranty will be, at Planar International’s determination, repair or replacement of any component part or Product according to the process described in this Warranty. Replacement parts or Product may be new or refurbished. If repair or replacement is determined by Planar International not to be commercially feasible, Planar International will refund a prorated share of the price at which Planar International originally sold the Product. The prorated refund will be calculated based on the remainder of the Warranty Period of the Product and the price at which Planar International sold the Product.

As used herein, “end user” means use of the Products for your personal use only and excludes resale, rental, lease or transfer of any kind.

Repair & Replacement

The Products are designed to be easily serviceable by the Customer. The majority of parts are built as modules called Field Replaceable Units (“FRUs”). It is often easier and more cost effective for Customers to replace FRUs than to send the entire Product back to the factory for repair.

General Process

Upon discovering a problem with the Product, please follow the procedures below:

1. The Customer or its authorized dealer contacts Technical Support via email or phone, see **Technical Support Contact Information** below.
2. You must have the model number, serial number and original proof-of-purchase available. Provide the serial number, product model number, purchase date, description of the problem and troubleshooting steps already attempted.
3. Technical Support will attempt to correct any minor issues that might be causing the problem. If Technical Support is unable to resolve the problem through troubleshooting and confirms this Warranty likely applies, Technical Support will issue a return material authorization (“RMA”) for the defective part, which may be repaired or replaced.
4. If applicable, Customer will:
 - a. Return only the defective part or Product.

¹ Territory excludes the People’s Republic of China and Japan.

- b. Return the part or Product to the repair location specified by the Customer Service Representative. Clearly mark the RMA number on the shipping box. Verify that the RMA number on the shipping box matches the RMA number for the defective part being returned.
- c. Customer is responsible for all shipping charges for warranty repair of Product both ways from the factory of origin, including but not limited to freight charges, taxes, duties and insurance. Customer must arrange for payment of return shipping to Customer in advance.

Warranty Restrictions

This Warranty does not include or is limited by the following:

1. Product not purchased from Planar International or an authorized Planar International distributor or dealer. Product that has been resold, transferred, rented, leased, lost, stolen or discarded. Product that is licensed or loaned for evaluation, testing, or demonstration purposes.
2. Product on which the serial number has been defaced, modified or removed.
3. Product that has been resold, transferred, rented, leased, lost, stolen or discarded.
4. Rental costs for temporary replacement products.
5. Any third party software or accessory malfunction. For example, Android Package files (APK)'s installed by the user and Google Play are not supported by Planar International and may lead to a non-warranted malfunction.
6. Labor or travel costs for installation, set-up, repair, adjustment to display settings, removal, reinstallation or other services.
7. Product that is physically uninstalled and moved, unless Planar International Professional Services handles the move.
8. Bright or dark sub pixels that are characteristic of LCD technology and are within manufacturing specifications.
9. Damage, deterioration or malfunction resulting from:
 - a. Accident, abuse, misuse, neglect, improper ventilation & cooling, adverse environment (e.g., dust), fire, water, lightning or other acts of nature, smoke exposure (cigarette or otherwise), unauthorized product modification (if applicable, including use of an unauthorized mount), failure to follow instructions supplied with the Product, or operating the Product outside the suggested normal usage conditions stated in the User Guide.
 - b. Installation, removal, disassembly, reassembly, upgrade, repair, or attempted repair by anyone other than Planar International or Planar. Use of supplies or parts not meeting manufacturing specifications. Opening of the chassis by untrained personnel, tampering with internal circuitry or removing or replacing any internal components or parts of the Product.
 - c. Any damage to the Product during or due to shipment. If the security tape has been removed, Planar International will assume the product arrived with no shipping damage.
 - d. Causes external to the product, such as electric power fluctuations or failure.
 - e. Normal wear and tear.
 - f. Customer caused defects, including but not limited to: (i) misuse or damage to drivers, disks or connectors, or software corruption; (ii) cracked LCD, scratched LCD, blemished LCD (dark spot larger than 1/16 inch), or scratched/defaced/altered plastics; or (iii) failure to follow maintenance procedures as outlined in the Product's User Guide.
 - g. Any non-uniformity caused by long-term operation of the video wall with heavily contrasting static content.
 - h. Any other cause not related to a defect in material or workmanship.

Miscellaneous Return Issues

1. Except for few exceptions, Planar International will not accept returned Product unless the RMA number issued by Customer Service is shown on the outside of the box.
2. If a part or Product is returned and is determined to be a No Fault Found (“NFF”) unit or the part or Product is returned and determined to be excluded from this Warranty, Planar International reserves the right to invoice the Customer for any costs incurred by Planar International.
3. It is the responsibility of the customer to properly package the defective Product and ship it to the address provided by the Customer Service representative with the RMA number prominently displayed. If the defective Product is not properly packaged and is damaged in transit during its return to Planar International, the customer may be charged for either the repair costs, if repairable, or the MSRP of a replacement product.
4. Shipment delivery time and availability may vary based on origin and destination. Planar International is unable to deliver to PO Box and APO/FPO Box addresses.
5. Replacement parts or Product will assume the remainder of the original Product’s warranty or 90 days from the date of shipment, whichever is longer.
6. Customer agrees to retain the replacement part or Product delivered by Planar International and that the returned defective part or Product becomes the property of Planar International.

Technical Support Contact Information

Regions	Expanded Product Service Plans and Professional Service Options	Technical Support and Warranty Questions
Middle East & Africa	Call: +97144252248 Email: dubai.showroom@leyardgroup.com	Call: +97144252248 Email: dubai.showroom@leyardgroup.com
Asia, Australia & New Zealand	Call: +65 6970 6812 WhatsApp: +65 9738 0819 Email: info.planarintl@planar.com	Call: +65 6970 6812 WhatsApp: +65 9738 0819 Email: info.planarintl@planar.com

For additional information or the name of the nearest Planar International service center, visit www.planar.com/international or contact your Planar International distributor, reseller, dealer or contact Planar International directly.

Exclusion of Other Warranties

PLANAR INTERNATIONAL AND PLANAR SYSTEMS, INC. (“PLANAR”) PROVIDE NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, EXCEPT THOSE EXPRESSLY PROVIDED IN THIS DOCUMENT. PLANAR INTERNATIONAL AND PLANAR EXPRESSLY DISCLAIM AND EXCLUDE ALL OTHER WARRANTIES AND CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS OF TITLE, NONINFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

NEITHER PLANAR INTERNATIONAL NOR PLANAR WILL BE LIABLE FOR ANY VERBAL OR WRITTEN WARRANTIES OR ASSURANCES MADE BY A PLANAR INTERNATIONAL OR PLANAR EMPLOYEE OR AUTHORIZED PLANAR INTERNATIONAL DEALER/DISTRIBUTOR THAT CONFLICTS WITH OR ENHANCES THE WRITTEN WARRANTY IN THIS DOCUMENT.

Limitation of Liability; Exclusion of Damages

PLANAR INTERNATIONAL’S MAXIMUM AGGREGATE LIABILITY UNDER THIS WARRANTY IS LIMITED TO ONE OF THE FOLLOWING REMEDIES: (1) REPLACEMENT WITH A SIMILAR NEW OR REFURBISHED PRODUCT, OR (2) REFUND OF A PRORATED SHARE OF THE PRICE PLANAR INTERNATIONAL SOLD THE PRODUCT IF REPLACEMENT OF THE PRODUCT IS NOT COMMERCIALY FEASIBLE IN PLANAR INTERNATIONAL’S SOLE OPINION. THIS WARRANTY IS PROVIDED SOLELY BY PLANAR INTERNATIONAL AND PLANAR DISCLAIMS ALL LIABILITY UNDER THIS WARRANTY.

PLANAR INTERNATIONAL WILL NOT BE LIABLE FOR DAMAGE TO OTHER PROPERTY OR FOR DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, ANY LOSS, CORRUPTION OR MISUSE OF DATA OR OTHER INFORMATION, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL OR FINANCIAL LOSS, EVEN IF PLANAR INTERNATIONAL IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF A REMEDY HAS FAILED OF ITS ESSENTIAL PURPOSE.

PLANAR INTERNATIONAL WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL, PUNITIVE OR ANY OTHER TYPE OF DAMAGES, WHETHER THE CLAIM IS BASED ON CONTRACT, TORT, PRODUCT LIABILITY, NEGLIGENCE, STRICT LIABILITY OR ANY OTHER LEGAL OR EQUITABLE THEORY.

PLANAR INTERNATIONAL WILL NOT BE LIABLE FOR ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY. PLANAR INTERNATIONAL DISCLAIMS ALL LIABILITY UNDER THIS WARRANTY. NOTHING IN THIS WARRANTY LIMITS OR EXCLUDES ANY LIABILITY THAT CANNOT BE LIMITED OR EXCLUDED UNDER APPLICABLE LAW.

Effect of Local Law and Warranty Revisions

This limited warranty gives you specific legal rights, and you may have other rights that vary from locality to locality. Some localities do not allow limitations on implied warranties or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

This Warranty applies only to Products purchased on or after the effective date of this Warranty. Planar International reserves the right to change the terms of this Warranty. Such changes will apply to Products purchased on or after the effective date of the revised warranty.