



# PLANAR INTERNATIONAL LED LIMITED WARRANTY

This LPSG LED Limited Warranty (“Warranty”) is offered by Leyard & Planar Singapore Pvt. Ltd. (“LPSG”), doing business as Planar International, concerning certain Planar Systems, Inc. (“Planar”) branded products listed in [Schedule A](#), the **Covered Products Table** (referred to as a “Product” or plural, “Products”) sold within Asia<sup>1</sup>, the Middle East, Africa, Australia & New Zealand (the “Territory”), subject to the terms and conditions of this warranty statement.

## LPSG LED Limited Warranty

LPSG warrants to the original registered end user customer who purchases new Products covered by this Warranty from LPSG or its authorized dealer or distributor (“Customer”) that, commencing from the date of LPSG’s initial shipment of the Product, the Product will be free from defects in material and workmanship for the specified period listed on [Schedule A](#) (the “Warranty Period”) under normal use and maintenance. This Warranty also includes access to 24x7 emergency phone support.

Customer’s sole and exclusive remedy under this limited warranty will be, at LPSG’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 LPSG not to be commercially feasible, LPSG will refund a prorated share of the price at which LPSG originally sold the Product. The prorated refund will be calculated based on the remaining value of the warranted period of the Product and the price at which LPSG sold the Product.

In the event Planar discontinues manufacture of the Product, the planned warranty support period will be included as part of the end of production announcement. 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.

There are some components of Planar’s LED Video Walls that have warranty lengths that differ from the underlying LED Video Wall, see details in the [Schedule A](#).

## Repair & Replacement

### General Process

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

1. The Customer or its authorized dealer contacts designated 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.
  - 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, including but not limited to freight charges, taxes, duties and insurance. Customer must arrange to pay for return shipping in advance.

## Warranty Restrictions

The LED Standard Limited Warranty does not include or is limited by the following:

1. Product not purchased from LPSG or an authorized LPSG 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 sold to a Customer outside of the Territory or installed outside of the Territory.
3. Product on which the serial number has been defaced, modified or removed.
4. Rental costs for temporary replacement products.
5. Any third-party software or accessory 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 LPSG Professional Services handles the move.
8. 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 LPSG. Use of supplies or parts not meeting Product's 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, LPSG 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) damaged LEDs resulting from hitting the edge or scratching along the front; 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, LPSG will not accept returned Product unless the RMA number issued by Technical Support 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, LPSG reserves the right to invoice the Customer for any costs incurred.

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 LPSG, 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. LPSG 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 LPSG and that the returned defective part or Product becomes the property of LPSG.

### Technical Support Contact Information

Regions	Expanded Product Service Plans and Professional Service Options	Technical Support and Warranty Questions
Middle East & Africa	Call: +421 918 436 961 Email: <a href="mailto:sales.emea@leyardgroup.com">sales.emea@leyardgroup.com</a>	Call: +421 513 213 213 Email: <a href="mailto:support-emea@leyardgroup.com">support-emea@leyardgroup.com</a>
Asia, Australia & New Zealand	Call: +86 755 29671180 Email: <a href="mailto:asia@leyard.com">asia@leyard.com</a>	Call: +852 2326 0228

For additional information or the name of the nearest LPSG service center, visit [www.planar.com/international](http://www.planar.com/international) or contact your LPSG distributor, reseller, dealer or contact LPSG directly.

### Exclusion of Other Warranties

LPSG AND ITS AFFILIATE PLANAR SYSTEMS, INC. PROVIDE NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, EXCEPT THOSE EXPRESSLY PROVIDED IN THIS DOCUMENT. LPSG 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 LPSG NOR PLANAR WILL BE LIABLE FOR ANY VERBAL OR WRITTEN WARRANTIES OR ASSURANCES MADE BY A LPSG OR PLANAR EMPLOYEE OR AUTHORIZED LPSG DEALER/DISTRIBUTOR THAT CONFLICTS WITH OR ENHANCES THE WRITTEN WARRANTY IN THIS DOCUMENT.

### Limitation of Liability; Exclusion of Damages

LPSG'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 LPSG SOLD THE PRODUCT IF REPLACEMENT OF THE PRODUCT IS NOT COMMERCIALY FEASIBLE IN LPSG'S SOLE OPINION. THIS WARRANTY IS PROVIDED SOLELY BY LPSG AND PLANAR DISCLAIMS ALL LIABILITY UNDER THIS WARRANTY.

LPSG 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 LPSG IS AWARE OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF A REMEDY HAS FAILED OF ITS ESSENTIAL PURPOSE.

LPSG 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.

LPSG WILL NOT BE LIABLE FOR ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY. 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 LED Limited Warranty applies only to Products purchased on or after the effective date of this Warranty. LPSG 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.

**SCHEDULE A  
LPSG LED LIMITED WARRANTY  
COVERED PRODUCTS TABLE**

Covered Products include the following LED video walls sold by Leyard & Planar Singapore Pvt. Ltd. ("LPSG") or its authorized dealer or distributor within Territory.

COVERED PRODUCTS	WARRANTY PERIOD	ADDITIONAL WARRANTY SPECIFICATIONS
<b>LED Video Walls</b>		
Planar® CarbonLight™ CLA Series Planar® CarbonLight™ CLF Series Planar® CarbonLight™ CLI Flex Series Planar® CarbonLight™ CLI Series Planar® CarbonLight™ CLM Series Planar® CarbonLight™ CLO Series Planar® Luminare™ Pro Series Planar® Luminare™ Ultra Series Planar® TVF Complete (within Territory) Planar® TVF Series (within Territory) Planar® UC Complete (within Territory) Planar® Venue™ Pro Series Planar® Venue™ Pro VX Series Planar® VersaLight™ Series Planar® VS Series Planar® VVR Series	2 Years	Includes <b>Additional Coverage</b> defined above.
Planar® CarbonLight™ CLF VX Series Planar® CarbonLight™ CLI VX Series Planar® DirectLight® X (DLX) LED Video Wall System Planar® DirectLight® Ultra Series (within Territory) Planar® DirectLight® Ultra Complete (within Territory) Planar® LED MultiTouch Planar® MGP Complete™ Planar® MGP Series Planar® TWA Series	3 Years	
Planar® Pliable LED Touch Surface™ (PLTS™)	3 Years	Includes <b>Additional Coverage</b> defined above. If a warranty event requires removal of Planar PLTS for access to the video wall surface for service or repair, Planar will send replacement Planar PLTS.

**Additional Coverage:** All accessories, Field Replaceable Units (FRUs) and components (including but not limited to cables, power supplies and boards) purchased AT THE TIME of the initial Product purchase are covered. For items purchased AFTER the initial Product purchase, standard warranty period for Accessories applies.

<sup>1</sup>LPSG Territory in Asia excludes the People's Republic of China and Japan.