

UDX Warranty and Service Terms

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The Barco standard warranty policy can be found under the following link:

www.barco.com → Training & Support → Warranty Policy → 'Standard Warranty Policy.pdf'

The product specific warranty terms and conditions are listed below:

- Standard (factory) warranty: 3 year from shipment date;
 - Warranty on the laser source is limited to 3 years from shipment date or 20.000 hours of operation, whichever comes first;
- Warranty can be extended up to 5 year in total (3 year standard warranty + 2 year extension);
- Warranty and extended warranty entitlement:
 - Advance exchange of parts (for the purpose of clarity this means Barco will ship replacement parts before having received the defective part from the customer);
 - Parts are shipped next business day, economy shipment from a centralized Barco warehouse (incident needs to be logged before 4pm in the local Barco office);
 - Helpdesk availability during regional business hours as specified on <http://www.barco.com/en/Support>.
- Consumables such as filters, fans, pumps, cooling liquid and batteries (if any) that have to be replaced during preventive maintenance actions are not included in the standard and extended warranties;
- Laser failures (issuing a warning or an error via the user interface of the projector) are covered under Warranty and Extended Warranty;
- Brightness decrease of the light source is considered natural and is not included in the standard or extended warranties. The products have been designed for approximately 50% light decrease of the light source over a period of 20.000 hours of operation at 25°C at a typical usage mode.
- Scheduled maintenance must be performed by certified technicians that are trained and accredited by Barco.