

# Cinionic Standard Warranty

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This Warranty document supplements the Cinionic Terms and Conditions of Sale. In case of any contradiction or inconsistency, the Warranty rider attached hereto will prevail over the Cinionic Terms and Conditions of Sale.

## Who is covered?

This warranty is granted to end users operating a Cinionic product for their own use

## What is covered / For how long?

Cinionic warrants that its products, when delivered in new condition, in original packaging, sold directly or through a Cinionic authorized partner and used in normal conditions, are free from any defects in manufacturing, materials and workmanship.

The warranty shall apply only to the extent that the products or any parts thereof have been installed and serviced by skilled personnel certified by Cinionic or the original supplier of the product

The warranty shall only apply if the mandatory preventive maintenance actions as described in the technical documentation have been executed.

The warranty starts on the shipment date of products or the date of delivery of the software activation key, as relevant. If Cinionic is responsible for the onsite acceptance test (OSAT), the warranty starts upon sign off of the OSAT or when the product is taken into use, whichever starts first.

The warranty period and warranty entitlements are stated in the warranty rider below and override the warranty period set out in the Cinionic Terms and Conditions of Sale. Any third party product not mentioned in the warranty rider remains subject to the original manufacturer's warranty.

For software, repairs and purchased spare parts, 3 months warranty apply, unless specified otherwise in the warranty rider below.

## What is not covered?

The warranty does not apply to consumables (lamps, liquids, filters, hard drives, reflectors, fans, pumps, batteries, etc...) unless explicitly stated otherwise. This warranty does not cover defects resulting from improper or unreasonable use or maintenance, or failure to follow operating instructions as described in the technical documentation.

This warranty does not cover defects resulting from accident, unauthorized alteration or modification of the original condition, or product being connected to or used in combination with other equipment, products or systems (hardware and/or software) not compatible with the product or not respecting the installation requirements as defined in the installation manual or user manual (such as high temperatures, humidity, dust, power surges or incorrect voltage supply...).

The warranty does not cover cosmetic damages (scratches, dents, cracks, ...), which have not been claimed within 8 days of the delivery of the goods.

In no event shall Cinionic be liable for any defects, failures, loss of or damage caused by or resulting from ordinary wear and tear, any external cause or event out of Cinionic's control, use or operation of the product prior to acceptance, any act or negligence of customer or any third party, or any phenomena inherent to the technology used such as image retention, burn-in, vibrations, etc.

The warranty is void if serial numbers, warning labels or original seals are removed, changed or tampered with.

### **What we will do:**

During the warranty period, Cinionic will, at its sole discretion, repair (at Cinionic's own or at a Cinionic or Suppliers' certified service center), or replace (using new or refurbished replacement parts) any defect within a reasonable period of time and free of charge. The replaced product, parts and/or components shall become the property of Cinionic and shall, at our request, be returned to Cinionic, otherwise invoiced.

Upon request of the customer Cinionic can send a service engineer onsite to repair the product. The travel and working time and travel and living expenses of the service engineer shall be payable by the customer in accordance with Cinionic's then applicable rates and procedures.

### **Excluded from our warranty:**

Payment for:

- Shipping
- Shipping insurance
- Transportation charges from you to us (Cinionic's own or a Cinionic or Suppliers' certified service center),
- Any import fees
- Duties and taxes.

### **How to be eligible for our Standard warranty service:**

Return the product or part using the following procedures:

1. Contact your Cinionic partner or Cinionic help desk in your country/region for specific return and shipping information.
2. Label and ship the product to the address provided by Cinionic in your country/region. You shall pack the products correctly in the original packaging so as to protect them from transport damage.
3. Place the necessary return material authorization number (RMA number) prominently on the outside of the box. Shipments not bearing a RMA number will be refused.

Please ensure that a backup of any customized data or configurations is made prior to returning the product for repair/replacement. During the repair or replacement process products are reset to their factory configurations and all customized data and configurations will be lost.

### **Other conditions:**

The remedies specified in this warranty document shall constitute customer's sole and exclusive remedy and Cinionic's sole and exclusive liability for Cinionic's breach of the warranty hereunder.

## Cinionic product specific terms and conditions of standard warranty (Warranty Rider)

Any information listed in this document supersedes information in the previous revisions.

Product	Warranty Period	Service Policy (warranty entitlement)
DPxK-B/C/S/E series + Lenses	24 months	Advance exchange of parts, next business day economy shipment(2); help desk business hours(1).
DPxK-P series + Lenses	24 months	Advance exchange of parts, next business day economy shipment(2); help desk business hours(1).
DP4K-L series + Lenses	24 months	Advance exchange of parts, next business day economy shipment(2); help desk business hours(1). Included (material only- under extended warranty contracts) are the chiller main pump, DMD cooling module and compressor at the planned replacement interval as detailed in the Service Manual. For detailed warranty conditions, see the Media & Assets - Service Documents on the DP4K-L product pages on <a href="http://www.barco.com">www.barco.com</a> .
DPxK-LP series + Lenses	24 months	Advance exchange of parts, next business day economy shipment(2); help desk business hours(1). For detailed warranty conditions, see the Media & Assets - Service Documents on the product pages on <a href="http://www.barco.com">www.barco.com</a> .
SP4K-x series + Lenses	24 months	Advance exchange of parts, next business day economy shipment(2); help desk business hours(1). For detailed warranty conditions, see the Media & Assets - Service Documents on the product pages on <a href="http://www.barco.com">www.barco.com</a> .
ICMP	24 months	Advance exchange of parts, next business day economy shipment(2); help desk business hours(1). Hard Drives are included in Standard warranty up to 24 months. For detailed warranty conditions, see the Media & Assets - Service Documents on the product pages on <a href="http://www.barco.com">www.barco.com</a> .

### Footnotes:

**(1) Help desk business hours**

Provides phone, mail or e-support access to technical support engineers who assist in solving issues. Phone support is available during predefined hours in the designated support centres' local time Monday to Friday, excluding national and local holidays observed by Cinionic.

**(2) Advance Exchange (Next Business Day Economy shipment)**

Provides replacement of covered failed hardware parts. If technical phone support determines that there is a hardware part failure or an obvious malfunction and provides a return material authorization (RMA) number, a replacement part will be dispatched on the next business day with economy shipment. It may take several days to reach you. Customs delays may further affect the actual delivery time in certain regions. Once you receive the part, you will be required to return the failed part to Cinionic within 15 calendar days. Customer will pay for the shipment to Cinionic, while Cinionic will pay for the shipment to the customer. Any failed parts that are not returned within 15 calendar days will be invoiced at standard prices.