

in this together: free 3-month warranty extension FAQs

What's offered in the Warranty Extension Program?

Cinionic is offering a free 3-month warranty extension to all owners of Barco Digital Cinema projectors covered under existing warranty arrangements on April 1, 2020. The extension automatically adds 3-months of warranty at the end of current contracts, at no charge, for projectors covered by:

- The standard 2-year product warranty on April 1, 2020
- An extended warranty or maintenance contract on April 1, 2020

For example, if your extended warranty arrangement with Cinionic for your Barco Digital Cinema projector ends on July 1, 2020, it will now end on October 1, 2020. This change will be processed automatically by Cinionic.

As a customer, what do you need to do?

We've got you covered; you don't need to do anything. Cinionic will automatically add 3 months to eligible warranty arrangements.

If I am paying monthly, what do I need to do?

After your March payment, your next invoice will be for July 2020. You will not receive an invoice for April, May, or June 2020.

If I am paying quarterly, what do I need to do?

After your Q1 2020 payment, your next invoice will be for Q3, 2020. You will not receive an invoice for Q2 2020.

Can I receive a credit note or cash refund instead?

No. We are not offering credit notes or cash refunds. The 3-month extension is non-transferrable.

What about spare parts, are they covered too?

This Warranty Extension is an extension of the standard warranty or an extension of your existing maintenance contract, both respecting your current conditions and service levels.

What if my projector is currently under its standard warranty, yet I also bought an extended maintenance contract for that projector?

We will extend the standard warranty period by 3-months, and make sure that the extended maintenance contract date starts 3-months later.



What if my projector is shipped, pending delivery?

The warranty start date for any projectors ordered and shipped between April 1, 2020, and May 30, 2020, will automatically be adjusted to July 1, 2020.

What if I startup my projector within the next months? Does the promotion only apply when the projector is off?

This program is valid for all eligible projectors independently of whether they are in operation or not.

My standard warranty has recently ended, can I purchase an extended warranty and take advantage of the 3-month extension?

We continue to offer extended maintenance contracts. Please contact your sales representative to prepare an offer for your projectors.

Still have questions?

Let's talk. Get in touch with the team [here](#)