

# 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 latter will prevail.

## Who is covered?

This warranty is granted to end users operating a Cinionic product for their own use and not for the purposes of a commercial resale.

## 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, is 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.

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

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 onsite acceptance (OSAT) and if agreed as such, warranty starts upon sign off of OSAT or when product is taken into use, whatever starts first.

The warranty period and warranty entitlements are stated in the warranty rider below.

For software, repairs and purchased spare parts 6 months warranty apply, unless specified otherwise in the warranty rider below.

Any third party product or any part thereof which Cinionic merely resells with its products or services is subject to the original manufacturer's warranty unless specified otherwise in the warranty rider.

## What is not covered?

The warranty does not apply to consumables (lamps, liquids, filters, reflectors, fans, pumps, batteries, etc...) unless explicitly stated otherwise. This warranty does not cover defects resulting from improper or unreasonable use or maintenance, failure to follow operating instructions as mentioned 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 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 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 time and the travel and living expenses of the service engineer shall be payable by the customer in accordance with Cinionic's then applicable rates and procedures.

**What we will not do:**

Pay shipping, insurance or transportation charges from you to us (Cinionic's own or a Cinionic certified service center), or pay any import fees, duties and taxes.

**What you must do to obtain the 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 (visit [Cinionic.com/support](http://Cinionic.com/support)) 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)

This Warranty Rider supplements the [Cinionic Terms and Conditions of Sale](#) and Warranty Document. In case of any contradiction or inconsistency, the Warranty Rider will prevail. This Warranty Rider supersedes the previous versions thereof.

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) 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(-X)	24 months	Advance exchange of parts, next business day economy shipment(2); help desk business hours(1). Hard Drives are not included in Standard warranty. 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> .
APX AuroMax	24 months	Advance exchange of parts, next business day economy shipment(2); help desk business hours(1).

Lamp warranty covers failure to ignite, lamp explosion, light output dropping below 50% and flicker in excess of 6% during the warranted lifetime. The warranted lifetime is specified in <https://www.barco.com/en/mybarco/mysupport/digital-cinema/lamps-overview>

### 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 (as defined on the Cinionic web site) 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. The one-way cost of packing, transport and insurance related returning the failed product shall be borne by the customer. The customer shall pack the Products correctly so as to protect them from transport damage and properly back-up any data stored thereon. The one-way cost of packing, transport and insurance related to shipping a replacement part to customer shall be borne by Cinionic.