



SCREENPLAY LIMITED WARRANTY

This document details the terms and conditions for the Maxnerva limited warranty supplied with ScreenPlay branded products. Maxnerva is understood to include all company entities involved in the sale or supply of ScreenPlay branded products and includes Maxnerva Technology Services Ltd. Maxnerva Technology Services US LLC., Grand Field Technology, Wisecloud Technology Service Inc. and Maxnerva (Shenzhen) Technology Services Limited collectively referred to as “Maxnerva.”

EFFECTIVE DATE

ScreenPlay branded product purchases effective 1st October 2023

WHO THE WARRANTY PROTECTS

The ScreenPlay limited warranty is valid for the first end-user purchase; it is non-transferable.

WARRANTY STATEMENT

Maxnerva warrants its products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, Maxnerva or a Maxnerva authorized service company will, in a commercially reasonable time, remedy defects in materials, design and workmanship free of charge by repairing, or should Maxnerva in its discretion deem it necessary, replacing the product in accordance with this warranty (unless otherwise required by law). Replacement products may include remanufactured products or products with neutral or alternative branding of the same or similar performance, which may consist of refurbished parts or components. Maxnerva will process each valid claim as quickly as practicable within the constraints of its operational procedures.

Maxnerva shall not be held responsible or liable for any loss, financial, consequential, or otherwise caused due to any delay whatsoever in the supply of a refurbished or replacement Projector under this warranty.

The balance of time remaining on the customer’s original limited warranty will cover the replacement product. Maxnerva provides no warranty for any third-party software, whether included with the product or installed by the customer, installation of any unauthorized or third-party hardware parts or components (e.g., Projector Lamps).

DEAD ON ARRIVAL (DOA)

All new sealed ScreenPlay products carry a fourteen (30) day Dead on Arrival (DOA) warranty policy for the first consumer purchaser. A new replacement unit will be provided if the product is found to be non-operational within fourteen (30) days of purchase or fails due to a manufacturing fault. You are responsible for returning the product in its original “new” condition, with no cosmetic marking or damage and with all packaging and accessories included. Maxnerva will cover two-way freight. For valid DOA claims.

Please indicate whether you prefer a warranty repair when communicating with the ScreenPlay customer service or technical support representative.



WARRANTY PERIOD

PRODUCT	WARRANTY PERIOD
Laser Illumination Projectors	Five Years or 20000 Hours
Lamp Illumination Projectors	Two Years
Interactive Touch Displays	Three Years
Open Pluggable Specification (OPS)	Two Years
Original Lamp	1 Year or 1000 Hours
Replacement Lamps	3 Months
Accessories	3 Months

WHAT THE WARRANTY DOES NOT COVER

1. Any product on which the serial number is removed, erased, defaced, altered, modified or illegible.
2. Products that are not genuine ScreenPlay Products.
3. Damage, deterioration, or malfunction resulting from:
 - Accident, misuse, neglect, fire, water, lightning, or other acts of nature,
 - Unauthorized product modification or failure to follow instructions supplied with the product.
 - Repair or attempted repair by anyone not authorized by Maxnerva.
 - Damage to or loss of programs, data, or removable storage media.
 - Software or data loss occurring during repair or replacement.
 - Any damage to the product due to shipment.
 - Removal or installation of the product.
 - Causes external to the product, such as electric power fluctuations or failure.
 - Use of supplies or parts not meeting Maxnerva specifications.
 - Normal wear and tear.
 - Failure of the owner to perform periodic product maintenance as stated in the user's guide.
 - Any other cause which does not relate to a product defect.
 - Damage caused by static (non-moving) images displayed for lengthy periods (image burn-in)



- Any third-party software included with the product or installed by the customer.
- Installation of any unauthorized hardware, accessories, consumable parts, or components
- Damage to, or abuse of, the coating on the surface of the product through inappropriate cleaning as described in the product User Guide

EXTENDED WARRANTY

All extended warranty must be purchased within one month (30 days) from the product purchase date. The Warranty Period starts at the time of the product’s original purchase by the first end-user.

This warranty extends product warranty terms and warranty period in the ScreenPlay limited warranty document as follows:

EXTENSION	DETAILS	EXTENDS LIMITED WARRANTY BY
SPEPW1	Extends Lamp Illumination Projector Warranty	1 Year
SPEPW2	Extends Lamp Illumination Projector Warranty	2 Years
SPELW1	Extends Lamp Warranty	1 Year
SPELW2	Extends Lamp Warranty	2 Years
SPEDW1	Extends Display Warranty	1 Year
SPEDW2	Extends Display Warranty	2 Years
SPEOW1	Extends OPS Warranty	1 Year
SPEOW2	Extends OPS Warranty	2 Years

Extended warranties cannot be stacked to obtain extended warranty periods of more than two years.

The Warranty Period will not be extended, renewed, or otherwise affected due to:

1. Subsequent resale or
2. Repair of the product; or
3. Replacement of the product

OBTAINING WARRANTY SERVICE



Submit your request using the service form or contact your local ScreenPlay support, information and details can be located at www.screenplay.net/support

Be sure to read our RMA instructions closely to ensure a smooth and timely process of your report; these will be sent to you with the RMA confirmation.

Products presented for delivery at ScreenPlay repair or logistics centres without an assigned RMA will be refused and returned to the sender. Products delivered to ScreenPlay repair or logistics centres damaged will be held, and customers will be notified. It is the responsibility of the sender to file claims directly with their freight carrier company.

OTHER IMPORTANT NOTICES

This warranty applies exclusively to the complete failure of the Projector. It does not apply to normal wear and tear, such as reduced brightness over time.

The user is advised that Lamps are classed as consumable items. Maxnerva gives no guarantee that the expected life will always be achieved.

Maxnerva reserves the right, at its absolute discretion, to determine the validity of any Warranty claim. Maxnerva's decision will be final.

All parts of the product or other equipment that Maxnerva has replaced shall become the property of Maxnerva.

If a product is found not to be covered by the terms and conditions of this Warranty, Maxnerva reserves the right to charge a handling fee.

LIMITATION OF IMPLIED WARRANTIES

To the extent allowed by local law, this product is provided to you "as is" without warranties or conditions of any kind, whether oral or written, express or implied. Maxnerva specifically disclaims any implied warranties or conditions of merchantability, satisfactory quality, noninfringement and fitness for a particular purpose.

EXCLUSION OF DAMAGES

Maxnerva's liability is limited to the cost of repair or replacement of the product. Maxnerva shall not be liable for the following;

1. Damage to other property caused by any defects in the product.
2. Damages based upon inconvenience, lost profit, lost data or downtime costs, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
3. Any other damages, whether direct, special, incidental, consequential, or otherwise.
4. Any claim against the customer by any other party.



LOCAL LAW

This warranty gives you specific legal rights, and you may also have other rights which vary from locality to locality. Some localities do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

TRADEMARKS

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