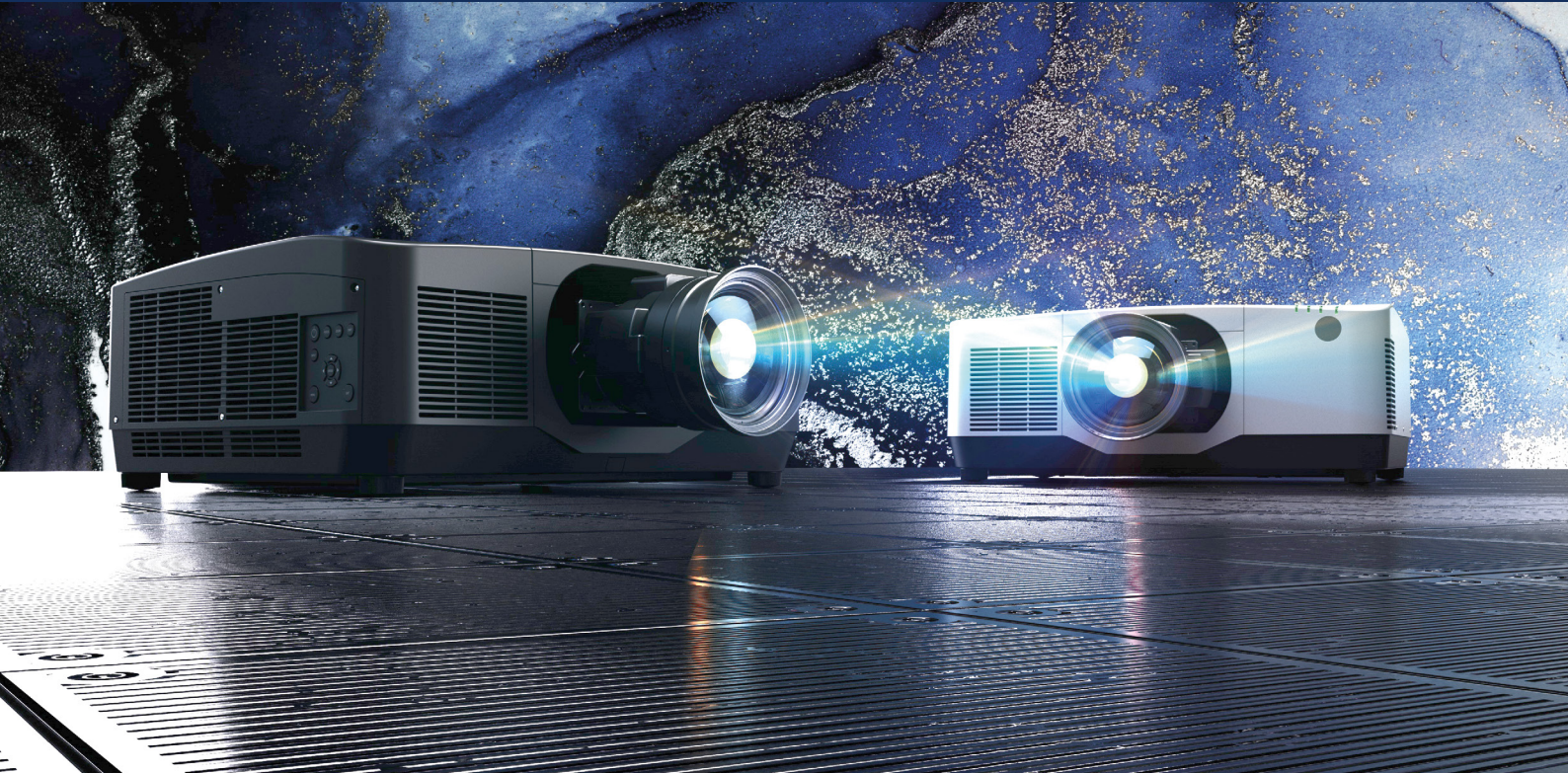


Projectors Warranty and Service Offering



From meeting rooms to large venues, and even for creative signage deployments, our projection technology provides a subtle and versatile way to get your message across. As the industry shifts towards laser technology, our Warranty and Service options enable a custom approach to protect your assets and maximize your return on investment.

WARRANTIES

Sharp/NEC's warranties underpin our dedication to quality, ensuring that our products and solutions deliver optimal performance. If a product doesn't meet expectations, our warranty guarantees peace of mind with an Exchange Service, Collect, Repair and Return, or Return-to-Base service policy (depending on purchase area).

Our extension options allow warranty periods to fall in line with standard refresh cycles enabling our customers to manage their capital assets more smoothly.



	Laser Projectors	Lamp Projectors	Lamps
3 YEAR WARRANTY	Included	Included	Optional **
4-5 YEAR WARRANTY	Optional *	Optional **	-
CONDITIONS	Different services available depending on model: from 10,000 hrs to 20,000 hrs and with/without consumption parts covered.	Limited to 25,000 hrs usage. Wear and tear parts excluded.	Lamps purchased and sold separately from the projectors are excluded.

*Extended warranties are available at the point of purchase or during the product's standard warranty period. **To be purchased with the product or within 3 months after product delivery.

[LEARN MORE](#) about our Projector warranty extensions.

SERVICES

Our value-added services are especially useful for larger estates, providing hassle-free convenience and peace of mind.

SUPPORT+



Should accidental damage occur during installation, our Support+ offering will ensure a new unit is provided to replace the damaged one. Dead on Arrival (DOA) terms are extended to 45 days after delivery, guaranteeing a new replacement product. Terms and conditions apply.

[LEARN MORE](#) about our Support+ service

DE-INSTALL/ RE-INSTALL



Essential for minimising downtime, our fast and professional de-/re-install service aims to offer next-day service, replacing a defective unit onsite by one of our approved technicians. This added-value service is optionally available to cover 1-3 years or 1-5 years and must be purchased within 90 days of product purchase date. Terms and conditions apply.

[LEARN MORE](#) about our de-/re-install service

24/7 USAGE



Projectors are designed for standard usage, typically during extended office hours. Sharp/NEC's rigorous Japanese engineering standards mean that our products provide exceptional reliability over long lifecycles. For mission-critical usage scenarios we offer optional service cover for 24/7 usage during the standard 3 year warranty period. Terms and conditions apply..

[LEARN MORE](#) about 24/7 usage for projectors

LASER BRANDING SERVICE



Display your brand and mark your property with our laser branding service. Helping to protect your investment whilst displaying your brand logo, or other tagging details, the tamper-resistant marking will appear on your assets according to your supplied design and specification. Terms and conditions apply.

[LEARN MORE](#) about our laser branding service

ADDITIONAL SERVICE OPTIONS

At Sharp/NEC, we are driven to ensure complete customer satisfaction. Should additional services be required, we will where possible seek to fulfil specific customer requirements. Further service options may include, for instance:

- Prism cleaning on selected models
- SBC, OPS, SDM or RPi customisation and/or deployment
- Inserting and/or testing a device integrated into the projector
- Product and packaging relabelling
- Colouring and personalisation of products
- Pre-configuring customer settings
- Removal of unnecessary contents from the packaging (eg cables, disks, manuals etc)
- Ad hoc customer requirements

WHY SHARP/NEC?

We have earned a reputation for quality and reliability, both in our products and our industry-leading service and support infrastructure. Our customers choose Sharp/NEC because we promise that our products will deliver long-life fit-for-purpose performance, a pledge that we stand by through our robust warranty and service offerings.



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Sharp NEC Display Solutions Europe GmbH
Landshuter Allee 12-14
80637 Munich, Germany
Phone: +49 (0) 89 99 699-0
Fax: +49 (0) 89 99 699-500
infomail.sndse@sharp.eu
www.sharpeddisplays.com

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