

WARRANTY TERMS & CONDITIONS

THIS WARRANTY IS APPLICABLE TO PRODUCTS PURCHASED AND INSTALLED IN AUSTRALIA.

Hitachi Australia Pty Ltd warrants that the products are free of defects from manufacture. Any proven defect will be rectified by Hitachi Australia Pty Ltd or Hitachi's Authorised Service Centres, free of charge within the appropriate time limits and subject to the conditions set out below:

- Before using this product, please review the terms and conditions below, along with any user/instruction manuals. Use of the product indicates your acceptance of these terms and conditions.
- In order to claim warranty, the customer must produce the original invoice or other purchase document as proof of purchase.
- The warranty is not transferable and is only applicable if, in the opinion of the company, the product has been installed and used in accordance with the Hitachi user instructions issued with the products.
- Damage to the products, malfunction or failure caused by incorrect voltage, alteration, accident, misuse, neglect, abuse, misjudgement, lightning strike, thunderstorm, hail, flood, fire, infestation, corrosion, other forces of nature, sea air, pollution, gas (including vulcanized gas) or other conditions beyond the control of Hitachi, tampering by unauthorised persons, faulty interfaces, allowing any foreign matter to enter or obstruct the product, cleaning and maintenance of filters, pumps, optical blocks, etc. shall in no way be considered as a defect of the products and are excluded from any warranties
- Nothing in this warranty shall be deemed to detract or limit the rights of the owner under any state or federal consumer legislation.
- Under the terms of this warranty, the repair or replacement of product shall be at the option of the company or its Authorised Service Centre. If a replacement product is supplied, warranty remains based on the original date of purchase.
- All costs of re-installation, relocation, cartage, freight, mileage expenses and insurance are to be paid by the claimant.
- For Return to Base services, the user must ensure that goods are packed properly in appropriate packing. Any damage due to transport or improper packing will be at your own risk and expense.
- All service work is to be conducted by Hitachi Authorised Service Centres with appropriate electrical license. Failure to comply with these conditions will invalidate any warranty.
- Hitachi and its Authorised Service Centres will not be liable for any loss or damage whatsoever.
- All LCD and plasma panels exhibit some bright, dark or partially lit pixels. This is a normal limitation of these technologies and the manufacturing processes involved. Such pixels are kept to a minimum through strict quality control and are usually not noticeable when viewing normal screen images. Defective pixels are not a warranty issue unless they exceed the manufacturer's specifications for pixel defects.
- Image Retention / Burn-In: Image retention can be an issue for all displays: e.g. Cathode Ray Tube (CRT) TVs, CRT-based Rear Projection TVs, Plasma, LCD TV's and LCD projectors. In extreme cases, permanent burn can occur if still/repetitive images are left on the screen for extended periods of time. Such damage to the screen or LCD panel is NOT covered by warranty. Please ensure that the

precautions in any documentation supplied with your product are followed in order to avoid permanent damage to your display.

- Projectors are not designed for constant TV viewing. They are ideal for occasional big screen viewing of movies, special events and multimedia presentations. Heavy use will consume lamps faster and reduce overall product life.
- Where the non-complying part is an LCD panel block assembly for a multimedia projector, the parts and labour warranty is for 36 months from the date of purchase or the first 2000 hours of operation (which ever occurs first).
- The warranty period for any other parts of a multimedia projector is 36 months from the date of purchase for both labour and parts. Any evidence of contaminants in the projector (i.e. excessive dust, smoke deposits, lint or any other material in the filters or light path) will be regarded as evidence of the unit being operated in an inappropriate environment or a lack of proper operational and maintenance procedures and will void the warranty.
- Projector lamps are a consumable. Hitachi will replace the original projector lamp free of charge where the claim is made within the first 500 hours of operation of the projector or first 6 months from date of purchase of the projector (which ever occurs first). Failure to follow the correct operating and shutdown procedures may damage the lamp and void the warranty.
- This warranty does not cover any consumable or accessory unless the item is proven to be defective at the time of purchase and does not cover damage caused by the use of exhausted, leaking or used batteries.
- Charges will apply for any non-warranty services performed.

36 MONTHS WARRANTY conditions for LCD projectors

- Parts and Labour
- Products need to be returned to your nearest capital city (Adelaide, Brisbane, Melbourne, Sydney & Perth only). In such cases the goods must be forwarded and collected from Hitachi Authorised Service Centre or Retailer at your own risk and expense.
- Factory fitted Lamp - 6 months or 500 hrs whichever occurs first
- LCD Blocks 36 months or 2000 hrs whichever occurs first

12/60 MONTHS WARRANTY conditions for Starboard

- Labour 12 months
- Parts 60 months
- Products need to be returned to your nearest capital city (Adelaide, Brisbane, Melbourne, Sydney & Perth only). In such cases the goods must be forwarded and collected from Hitachi Authorised Service Centre or Retailer at your own risk and expense.

RECORD OF PURCHASE.

Please complete the information below and retain it with your purchase receipt.

Hitachi Model No: _____

Serial No: _____

Date of Purchase: _____

Purchased from: _____

Before repairs are requested, please ensure:

**POWER IS SUPPLIED AND CORRECTLY CONNECTED
& CONTROLS ARE SET CORRECTLY.**

Should you need to claim warranty, call the following number to be directed to your nearest Hitachi Authorised Service Centre:

1800 HITACHI

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