

## WARRANTY TERMS & CONDITIONS

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

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

The benefits given to a consumer in this warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which this warranty applies.

Notwithstanding the preceding clause, the liability of Hitachi in respect of a breach of a consumer guarantee or any warranty made under these terms and conditions for any products not of a kind ordinarily acquired for personal, domestic or household use is limited, to the extent permissible by law and at the option of Hitachi in relation to the products:

- i) replacing the products or the supply of equivalent products;
- ii) the repair of the products;
- iii) the payment of the cost of replacing the products or of acquiring equivalent products; or
- iv) the payment of the cost of having the products repaired.

To the extent permitted by law, all other warranties whether implied or otherwise, not set out in these terms and conditions are excluded and Hitachi is not liable in contract, tort (including, without limitation, negligence or breach of statutory duty) or otherwise to compensate the customer for:

- i) any increased costs or expenses;
- ii) any loss of profit, revenue, business, contracts or anticipated savings;
- iii) any loss or expense resulting from a claim by a third party; or
- iv) any special, indirect or consequential loss or damage of any nature whatsoever caused by Hitachi's failure to complete or delay in completing the order to deliver the goods.

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. Further, the claim must be made within the warranty period.
- 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, normal wear and tear, 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, non-authorized electrical connections, 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
- 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.
- For Return to Base services, 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 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. 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.
- Any evidence of contaminants in the monitor (i.e. excessive dust, smoke deposits, lint or liquid) 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.
- 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.
- Parts, labour and transportation charges will apply for any non-warranty services performed.
- 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. Where a replacement product is supplied the replacement maybe new or refurbished. Where a replacement product is provided it will be covered for the remainder of the original warranty period. Refurbished parts may be used for repairing products.
- Hitachi Australia shall not be liable for the loss or destruction of data or media resulting from the use or service of this product, whether due to virus issues or otherwise, or any failure to secure all programs and data contained in or affected by the product or to maintain the confidentiality of data stored on the product.
- A Stockist who sells a product to you has no authority from Hitachi to give you any additional warranty, guarantee or make a statement in relation to the Product's performance or fitness for any specific purpose other than what is contained in the Specifications.

#### Interactive LCD Panels

Model	Warranty
HITFHD6500, HITFHD6516, HITFHD6516PC, HITFHD6514	3 years <sup>1,2</sup>
HILF65101, HILF75101, HILU86101, HILU75202	3 years <sup>1</sup>
HILU65203, HILS65204, HILU75203, HILS75204, HILS86204	5 years <sup>1</sup>

<sup>1</sup> Onsite service available in major cities on normal business working days and hours. To receive on-site service, the product must be unobstructed and accessible to service personnel without the use of ladders or other apparatus required to service the display. If during on-site service repair can't be completed, it may be necessary to remove, repair and return the product. Removal and/or installation charges are the responsibility of the purchaser. You are responsible backing-up all system and applications software and data and disabling and security passwords before services are performed, removing any data before parts or products are returned, and for reinstalling all software, data and passwords.

<sup>2</sup> Warranty for built in PC (with hard disk) is 1-year.

#### 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**  
1800 4482244

Email: [custserv@hitachi.com.au](mailto:custserv@hitachi.com.au)  
Website: [www.hitachi.com.au](http://www.hitachi.com.au)