

STANDARD WARRANTY TERMS & CONDITIONS

THIS WARRANTY IS APPLICABLE TO PRODUCTS SOLD BY HITACHI AUSTRALIA PTY LIMITED AND INSTALLED IN AUSTRALIA

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). 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 the ACL 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:

- i) replacing the products with the supply of same or 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, corruption/loss of data 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 of the warranty. The 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, power surges, 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), tampering by unauthorised persons, non-authorized electrical connections, allowing any foreign matter to enter or obstruct the product, non-maintenance of filters, optical blocks, etc. or other conditions beyond the control of Hitachi shall in no way be considered as a defect of the products and are excluded from any warranties.
- The use of the product contrary to any recommended, technical, operating, handling or storage guidelines in its user guide will invalidate the warranty.
- 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.
- This warranty does not cover any consumables or accessories unless the item is proven to be defective at the time of purchase and do not cover damage caused by the use of exhausted, leaking or used batteries.
- The use of non-genuine Lamps, software, replacement parts or accessories in or with your product may damage the product and invalidate this warranty.
- Hitachi and its Authorised Service Centres will not be liable for any loss or damage whatsoever.
- The removal or change of the products serial number or any rating label will invalidate this warranty.
- 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., 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.
- 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 may be 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.
- Customers are responsible for backing-up all system and applications software and data and disabling security passwords before services are performed, removing any data before parts or products are returned, and for reinstalling all software, data and passwords. Customers are responsible to manage and remove the asset tags.
- 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.
- For Return to Base services, 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.
- Where on-site warranty is provided it covers only customer sites that are within 30kms from a major metro area. Where the customer site is not located within a 30 kms radius from a major metro area, the Service agent may require you to pay its travelling costs on a return basis or you must deliver the product to and collect it from the Service agent at your cost. On-site warranty is only provided on normal business working days and hours.
- With any on-site visit while Hitachi will make all efforts to repair the product onsite, there may be instances when the product must be taken back to the Hitachi Authorised Service Centre for further testing. In these circumstances you agree to let the Authorised Service personnel to pick-up and take the product for further testing at the cost of Hitachi.
- All service work is to be conducted only at a Hitachi Authorised Service Centres. Failure to comply with this condition will invalidate the warranty.
- 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.

Projector Models	Warranty (excluding lamp)	Lamps (when supplied new with projector)
Ultra Short Throw * LAMP Models: CPTW2505/3005/3506, CPAW2505/3005/3506, CPAX2505/3005/3505)	3 years onsite or 4000 hrs whichever is first	1 year or 750 hrs whichever is first
Solid State LCD models: LPAW3001/4001, LPTW3001/4001	5 years onsite or 10,000 hrs which ever is first	-
Solid State LCD projectors *	5 years (return to base) or 10,000 hrs whichever is first	-
Solid State DLP projectors	5 years (return to base) or 20,000 hrs whichever is first	-
All other models	3 years (return to base) or 2000 hrs whichever is first	6 months or 500 hrs whichever is first

*Onsite service available in major cities. To receive on-site service, the product must be unobstructed and accessible to service personnel without the use of tall ladders or scaffolds required to service the projector. If during on-site service repair can't be completed, it may be necessary to remove, repair and return the product.

Lamps	Warranty
Lamps purchased separately from product	6 months from date of purchase or 500 hrs whichever is first

Should you need to claim warranty, call the following number to be directed to you nearest Hitachi Authorised Service Centre. Before repairs are requested, please ensure: **power is supplied and corrected connected & controls are set correctly.**

1800 448 2244

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Email: custserv@hitachi.com.au
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