

# WARRANTY POLICY FOR HYUNDAI IT DIGITAL SIGNAGE DISPLAY

## INTRODUCTION

This document defines warranty policy for the display products purchased from Hyundai IBT GmbH (hereafter "HIBT") or its authorized partners (distributors, resellers, system integrators) in European Union (hereinafter "EU"), Switzerland, Liechtenstein and Norway.

## TERMS OF WARRANTY

HIBT grants the customer a manufacturer's guarantee on the following terms on each product group.

- Indoor Digital Signage Display
- Outdoor Digital Signage Display

### • INDOOR DISPLAYS

Model	Service level	Warranty period	Service type	Usage
EMN-Series (less than 75")	Parts & Labor	3 years	PURR* / Swap	24/7 days
UMN -Series(less than 75")	Parts & Labor	3 years	PURR* / Swap	18/7 days
XMN -Series(less than 75")	Parts & Labor	3 years	PURR* / Swap	24/7 days
Videowall	Parts & Labor	3 years	PURR* / Swap	24/7 days
All Indoor (bigger than 75")	Parts & Labor	2 years	PURR* / On site	18/7 days
Interactive Board	Parts & Labor	2 years	PURR* / On site	18/7 days
All Indoor Totem	Parts & Labor	2 years	PURR* / On site	24/7 days

\* Including touch

\* PURR\*: Pick-up, Repair & Return

### • OUTDOOR DISPLAYS

Model	Service level	Warranty period	Service type	Usage
All Outdoor Displays	Parts & Labor	2 years	PURR* / On site	24/7 days

\* Including touch

\* PURR\*: Pick-up, Repair & Return

## WARRANTY PRECEDURE

Following steps are required to provide proper and prompt warranty-service

### STEP. 1

Give a Call or e-mail for service inquiry to;

<b>Service Hotline (DE)</b>	+49 (0)6131 275 5350	Monday to Friday, 09:00 to 17:00 GMT+1
<b>E-mail :</b>	info@hyundaiit.eu	
<b>Address</b>	Hyundai IBT GmbH Carl-Zeiss-Str. 9, 55129 Mainz, Germany	

With the following information shall be provided on the line;

- Copy of Invoice or Receipt
- Customer name, address, telephone number, email address
- Model name & serial number stated on the type label at the back side of products
- Reasons for applying service
- Availability of original packing materials that Customer has

### STEP. 2

Customer shall arrange defective unit to be ready for courier pick-up with original packing materials together with accessories provided at the time of purchase. Otherwise, Customer shall prepare alternative packing material to be protected from the transportation damage

## OPERATIONAL INSTRUCTION

- The display life-span depends on continuous use daily. HIBT recommends customers use under 20 hours per day.
- Maximum Quantity of Daisy chain(Indoor display only) for multiple display use is limited 8 displays without signal loss. More than 8 units implementation requires signal splitter and a reasonable level of quality cable connection to perform properly.
- Recommended length of signal cable is maximum 5 meters.
- When installing in portrait mode, it must be installed according to the direction label attached to the back of the product.
- Do not expose the product against direct sunlight. It could cause "Blackout on screen."

## WARRANTY EXCLUSIONS

Warranty Service shall be void if there is any damage or malfunction due to misuse, abuse, tampering, physical breakage, unauthorized modification on the Product, improper packaging, transportation, weather, extreme temperatures, solar radiation, external electrical faults, liquid spills, lightning shocks, failure to follow the operation or maintenance instructions.

In addition, damage by water, sand/corrosion damages, battery leakage(remote control unit), scratches in use, abrasions or damage of the external housings, and damage from connectors or cables will be presumed to have resulted from misuse and will not be covered by warranty service. Any third party, not authorized by Hyundai IT, is not authorized to service of products.

Warranty Service does not apply to expendable parts which require regularly replacement during the usage of Product.

Pixel errors are unavoidable due to Liquid Crystal Display technology. It only constitutes a fault under the terms of Warranty Service as defect if pixel errors deviate from Product specifications in accordance with data sheet or ISO9241-307 guideline. Failure from the image sticking due to static screen image for long time without change is also not covered by Warranty Service.

Following table shows the guideline of pixel error.

Native Resolution	No. of Pixels	ISO-9241-307 Class I Allowable Defects		
		Pixel	Sub-Pixel (Dot)	
			Bright	Black
1024x768	786,432	1	2	1
			1	3
			0	5
			2	1
1366x768	1,049,088	1	1	3
			0	5
			2	1
			1	3
1440x900	1,296,000	1	0	5
			2	1
			1	3
			0	5
1280x1024	1,310,720	1	2	1
			1	3
			0	5
			4	2
1680x1050	1,764,000	2	2	6
			0	10
			4	2
			2	6
1920x1080	2,073,600	2	0	10
			4	2
			2	6
			0	10
1920x1200	2,304,000	2	4	2
			2	6
			1	10
			6	3
2048x1536	3,145,728	3	3	9
			0	15

If Type label or serial number information at the back side of Product is modified, removed or made illegible, Warranty Service shall be void.

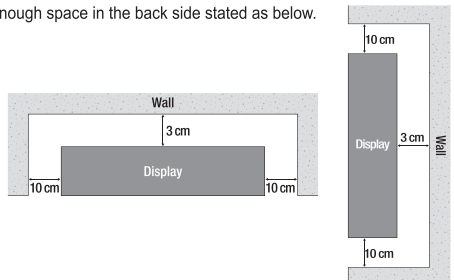
In order for proper ventilation of Product, the installation of Product shall have enough space in the back side stated as below. Warranty Service shall be void if Customer does not follow this guideline.

- Indoor Display : Minimum 3 cm distance from the wall
- Outdoor Display : Minimum 3 cm distance from the wall
- Windows Display : Minimum 3 cm distance from the wall  
& Minimum 3 cm distance from the Window

Any consequential damage to other party's property caused by any defects of Product, damages based on inconvenience, loss of use of Product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships or other commercial loss, shall not be claimed to HIBT.

## FORCE MAJEURE

HIBT shall not be liable for any failure in services as result of being delayed, prevented or hindered in the performance of its obligation under this warranty scheme by reasons of any circumstances beyond its reasonable control, such circumstances include, but not limited to fire, flood, Act of God, and civil disorders.



**THE WARRANTY DOES NOT AFFECT THE STATUTORY CONSUMER RIGHTS OF THE CONSUMER.**