



STANDARD WARRANTY TERMS & CONDITIONS

1. Warranties & Maintenance

Please note the following:

- a. Warranties are valid from date of invoice purchase
- b. Any exchanges must be registered as 'Dead on Arrival' within 14 days of receipt / installation to qualify for exchange providing:
 - i. Any damages occurred during transit are registered at time of receipt
 - ii. Any damages / faults have not been a result of mishandling
 - iii. Items are returned in original packaging
- c. Most manufacturer warranties will be shown as one of the following:
 - i. Return to Base: Client responsibility to package and ship to repair site
 - ii. On-site: Manufacturer will arrange collection and return
 - * Client is to arrange equipment de-install and packaging for collection
 - * Client responsibility to re-install on return
 - iii. Free Loan Support: As above but manufacturer will provide a loan system during repair ¹

2. Phoenix Service & Extended Warranties

Phoenix AV Solutions support all manufacturer warranties on the equipments provided and strive to ensure the best possible terms.

Phoenix will not be responsible for the take down / re-installation of equipment that becomes faulty during use outside of the manufacturer's warranty unless an extended plan has been agreed on.

a. Phoenix Free Warranty

- i. 12 months on-site for installation hardware and products
- ii. 24 months free telephone technical support and advice service
- iii. 24 months free telephone software support (after completion of relevant training course)

b. Phoenix Enhanced Warranties

- i. 12 months on-site de-install / re-install service (*per system per annum*) ²

	1 -3 on-site ³	4 + on-site
(a) Projection system	£ 100	£ 75
(b) IWB system	£ 100	£ 75
(c) Complete room system - basic ⁴	£ 175	£ 100
(d) Complete room system – advanced ⁵	£ 250	£ 200
(e) Digital Signage System	£ 100	£ 75
(f) Clean / maintenance support programme	£ p.o.a.	£ p.o.a.

c. Non Warranty Call-Out

A charge of **£ 350 per site visit** will apply to deal with non warranty call-outs and problems

¹ Loan system may not be same model as original but perform same functions

² Phoenix engineer will arrange take down the equip (install loan if supplied), package and return to manufacturer and re-install on return

Includes lamp changes for projectors (bulbs purchased separately except where provided free or as enhanced warranty)

³ Price per system if 1 -3 held at site or 4 or more

⁴ Includes IWB, projector, sound system

⁵ As above with control system



ENHANCED WARRANTY & MAINTENANCE SUPPORT

For projects in excess of £ 7,500, Phoenix AV is able to offer additional Enhanced Warranty and Maintenance Support packages to further ensure 'peace of mind' to clients.

a. SILVER SUPPORT

Cost: 10% of Project Invoice Total

- i. 3 year contract, payable annually in advance. Option to extend to 5 years
- ii. 4 x Free call-outs per annum for any combination of the following:⁶
 - (1) Provision of labour for de-installing / re-installing for warranty servicing / repairs⁷
 - (2) Setting up loan equipment if provided⁸
 - (3) Provision of labour to change projector lamps
 - (4) Non-culpable call-out problem defined as 'user' error or mishandling
- iii. Extended warranty from 12 months to 24 months for following:
 - (1) Cables, connectors, installation hardware items (brackets)
 - (2) Installation services

b. GOLD SUPPORT

Cost: 15% of Project Invoice Total

- i. 3 year contract, payable annually in advance. Option to extend to 5 years
- ii. 6 x Free call-outs per annum for any combination of the following:⁶
 - (1) Provision of labour for de-installing / re-installing for warranty servicing / repairs⁷
 - (2) Setting up loan equipment if provided⁸
 - (3) Provision of labour to change projector lamps
 - (4) Non-culpable call-out problem defined as 'user' error or mishandling
- iii. Extended warranty from 12 months to 36 months for following:
 - (1) Cables, connectors, installation hardware items (brackets)
 - (2) Installation services
- iv. Location Re-Siting
 - (1) No labour charges to re-site 1 piece of equipment between locations⁹
- v. System Inspection
 - (1) Complete system inspection every 6 months (+/- month)
 - (2) Generation of system reports
 - (3) Basic on-site clean and maintenance of equipments
- vi. Training
 - (1) Free ½ day refresher training if required

EXCLUDED

1. Damage to items due to negligence or mishandling
2. Damage caused by handling or use contrary to any training provided
3. Replacable consumables unless identified in purchase contract (e.g. lamps)
4. Loan items unless identified in purchase contract or part of manufacturers' warranty
5. Replacement items purchased from another source other than or approved by Phoenix AV

⁶ Call-out being a client requested site visit: each individual visit to each new issue equals 1 x visit

Return visit initiated by engineer for a single problem (except for de-/re-install) will not count extra

⁷ Each visit to site counts as 1 incident visit: Max 4 visits (e.g. 2 complete de / re-installations)

⁸ If equipment available at time of de-install, does not count as individual visit

⁹ Excludes any additional hardware or cabling / connector costs that may be incurred to complete re-install