

Mitsubishi's Guarantee for Mitsubishi Home Cinema Projectors

MITSUBISHI'S STANDARD 3 YEAR GUARANTEE

Mitsubishi Electric Europe B.V. UK branch ("Mitsubishi") guarantees to the original end user purchaser only that for a period of three years from the date of purchase the Mitsubishi Home Cinema Projector (Projector) shall:

- conform to Mitsubishi specification; and
 - be free from defects in design, materials and workmanship;
- subject to the conditions set out below.

Conditions:

1. Proof of Purchase

Mitsubishi's guarantee is subject to you registering with Mitsubishi (**within 30 days of purchase**) to confirm the Mitsubishi Projector serial number, date of purchase and address where you use the Projector. Please complete the registration card enclosed with your purchase or register on-line at: www.mitsubishielectric.co.uk/vis

2. No guarantee roll-over

Any valid guarantee claim or guarantee service by Mitsubishi does not extend the original period of this Standard Guarantee.

3. Territorial scope

This guarantee is valid only in the European Union/European Economic Area.

4. Guarantee services

- 4.1 Repair:** Mitsubishi's guarantee obligations are to repair the Mitsubishi Projector so that it conforms to Mitsubishi specification.
Mitsubishi bears all costs of replacement parts and labour for guarantee repairs. Mitsubishi shall take ownership of all replaced parts.
- 4.2 Replacement:** Mitsubishi shall also have discretion to replace the Projector with an equivalent model where the Projector is deemed by Mitsubishi to be beyond economic repair. If an equivalent model is not available then Mitsubishi may replace using a higher value or higher specification model.
- 4.3** No loan exchange service is offered as part of this Standard Guarantee.
- 4.4** Mitsubishi reserves the right to conduct servicing through authorised Mitsubishi Service Centres.
- 4.5 Return to base services:** Mitsubishi does not conduct on-site guarantee servicing or on-site installation services.
Where the Mitsubishi Projector is located at a UK mainland address, you are responsible at your cost for delivery to Mitsubishi or its nominated Service Centre and Mitsubishi is responsible at its cost for the return of the repaired Projector.
Where the Mitsubishi Projector is located outside UK mainland but inside EU/EEA, you are responsible at your cost for delivery to Mitsubishi or its nominated Service Centre and you are also responsible for the return cost of the repaired Projector.

- 4.6 **Packaging:** You are responsible for packaging the Mitsubishi Projector for collection or shipping to Mitsubishi. You are recommended to use the original packaging or equally robust carton and to use a protective internal filling. Any product shipped to Mitsubishi by you is at your risk; Mitsubishi may reject any guarantee claim where the product shipped by you appears to have suffered transit damage through inadequate packaging or otherwise and may levy a standard rate charge for packaging the product for return delivery where Mitsubishi reasonably considers your packaging is inadequate for return transit.
- 4.7 **Determination of claim:** Mitsubishi shall make final determination as to the validity of any guarantee claim.
For any "No Fault Found" or other claim rejected when Mitsubishi or its nominated Service Centre inspects the Mitsubishi Projector, Mitsubishi shall be entitled to charge all reasonable costs of inspection. In such case, Mitsubishi shall hold a lien over the Projector pending full payment of monies due.

5. Exclusions:

5.1 Mitsubishi's guarantee does not cover:

- Non-compliance with directions for use or inability to operate the equipment correctly. In particular but without limitation, Mitsubishi reminds you that the product must ALWAYS be properly shut down and allowed to cool in accordance with Mitsubishi's directions for use, allowing the cooling fan to run on after the unit is switched off. Failure to do so may result in premature lamp failure (from expected lifetime).
- Defects, failure or non-conformance with the relevant Mitsubishi specification where not due to Mitsubishi's negligence and where caused by accident, damage (inc. transit damage), neglect, misuse, impact, alteration or modification, failure to use for normal purposes, acts of God, improper service/repair by a non-Mitsubishi authorised service provider, use in conjunction with non-Mitsubishi applications, systems or accessories (inc. software), and/or installation or removal.
- Loss of use of product, any loaned equipment or associated system(s), or loss of profit and revenue, or consequential loss of any nature.
- Costs of, or performance of, modifications to the product to adapt or adjust it to conform to national or local safety laws.
- Any call out and any installation charges (inc. charges for any demounting/re-installation required for return of product for guarantee service) and the cost of packaging, transport and insurance to Mitsubishi.
- Routine and/or mechanical adjustments or re-alignments, service and/or normal wear and tear. In particular, Mitsubishi reminds you that your projector's filter(s) should be regularly cleaned in accordance with Mitsubishi's directions for use to avoid damage from overheating and/or inadequate air circulation, and further that the projector must NEVER be operated when the cooling fan(s) are inoperative. Furthermore, in particular but without limitation, this guarantee specifically excludes mechanical alignment and/or adjustments (e.g. to mirrors and/or light tubes) resulting from excessive transportation, mis-handling or handling other than with all due care and attention (and which is often associated with, but not exclusive to, use within a commercial rental and/or demonstration operation).
- Defects, failure or non-conformance with the relevant Mitsubishi specification where caused by product use or storage in adverse environmental or operating conditions (inc. humidity, temperature and water ingress) or incorrect voltage supply or exposure to electro-magnetic fields. In particular, defects, failure or nonconformance with the relevant Mitsubishi specification arising from smoky or smoke filled environments (including but without limitation, from high levels of tobacco smoke and for any degradation of image, colour, contrast and/or brightness due to staining, oxidation and/or other chemical reaction arising therefrom) is specifically NOT covered by this guarantee.
- Lamp failure (the lamp is an end user replacement item and is at the user's expense).
- Product failure including image burn due to continuous scanning of the same image or continuous (or near continuous) industrial/system usage (as a Mitsubishi

guide, more than 70 hours of product use per week is considered to be continuous usage).

- Damage to, defects within, reduced performance of and/or total failure of the panel alignment, light splitting and reconvergence assembly (commonly known as the "LCD Block"), including to any image, colour, contrast and/or brightness degradation associated therewith, after more than 4500 hours of projector use.
- Where applicable to your projector, defects within, reduced performance of and/or total failure of the colour wheel assembly (inc. motor) fitted within a Digital Light Processing ("DLP")™ system projector after more than 10000 hours of projector use.
- Any cosmetic damage.
- No Fault Found (where no fault can be found after extensive testing at the authorised Mitsubishi Service Centre, indicating that either user error or failure in/with ancillary equipment is the cause of the 'reported fault').
- Any product which is subject to any lease or contract of hire from a third party. Where you are using the product under any lease or contract of hire, you should contact your lessor or hiror directly for assistance. In the event that you nevertheless attempt to make such a claim as if entitled to under this guarantee, you agree to INDEMNIFY and HOLD HARMLESS Mitsubishi from and against any and all claims or actions (and for any loss, damage, expense or inconvenience suffered thereby) as a result of violation of the terms of your lease or contract of hire.

5.2 Mitsubishi and its nominated Service Centre partner shall not be liable by this Standard Guarantee for:

- any consequential loss, loss of profits, revenues or receipts howsoever arising from any non-conformity or defect affecting the Mitsubishi Projector or from any delay in servicing and return of the Projector;
- any loss or damage to any data;
- any delay in conduct of services or supply of parts and/or consumables required to rectify the non-conformity or defect (provided Mitsubishi will use all reasonable efforts to ensure services are performed on a timely basis);
- any delay caused by any matter beyond Mitsubishi's or service partner's reasonable control.

6. Service Centre: Mitsubishi shall be responsible for the acts or omissions of its nominated Service Centre partner, which is a sub-contractor to Mitsubishi.

7. No assignment: This Standard Guarantee is not assignable or transferable without the express prior written consent of Mitsubishi.

Claim Procedure

In the first instance you should contact your projector supplier so they can assist the processing of your claim. If you are unable to contact them or you are referred back to Mitsubishi, then the procedure would be as follows:

1. First level response: remote telephone support

Please telephone the Mitsubishi Helpdesk tel: 0870 606 5008 to register a claim, leaving a message if necessary. (If you are dialling from outside UK the number is (+44 870 606 5008). On a working day (Monday to Friday 9am – 5pm excluding public holidays in England) a Mitsubishi engineer will endeavour to help guide you with any difficulties, or in the event that you have left a message call you back as soon as possible.

When calling be ready to confirm the following information:

- Projector model and serial number (see back plate)
- Your name as original end user purchaser
- Date of purchase

- Fault details
- Collection address and contact details

2. What happens next

Once the call is logged by Mitsubishi Electric or a nominated Service Centre and it is deemed that the unit needs to come back for inspection and repair, you will be issued with a 'job/reference number' which must be used when sending back the Projector and on all correspondence. Once received Mitsubishi Electric or its nominated Service Centre will aim to either rectify the fault or replace the unit within 10 working days (subject to availability) and arrange the return of your unit (at Mitsubishi's cost only where located at a UK mainland address).

If the Projector is found not to come under the guarantee terms you will be advised by Mitsubishi Electric or the nominated Service Centre, and, if appropriate, advised of the cost implications for "No Fault Found" (see section 4.7 above).

THIS GUARANTEE DOES NOT AFFECT YOUR STATUTORY RIGHTS.

**THIS GUARANTEE DOES NOT AFFECT ANY LEGAL RIGHTS YOU MAY HAVE
AS A CONSUMER UNDER APPLICABLE NATIONAL LEGISLATION GOVERNING
YOUR PURCHASE, HIRE OR LEASE OF THIS PRODUCT.**

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Mitsubishi Helpdesk:
Tel: 0870 606 5008

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