



**THREE YEAR END USER GUARANTEE – PROJECTORS
TERMS & CONDITIONS OF GUARANTEE**

- Mitsubishi Electric Europe B.V. – UK Branch (“Mitsubishi”) guarantees the original end user purchaser only, that for the period of three (3) years from the date of purchase, this product will be free from defects in material and workmanship and subject to the conditions below, will conform to its relevant Mitsubishi specification. As a condition of any claim by you under this guarantee, the date of your purchase must be confirmed by you producing your original invoice or sales receipt or other documented evidence of date of purchase to Mitsubishi’s reasonable satisfaction. For the avoidance of doubt, this guarantee (and the definition of original end user purchaser) does NOT apply to any prior used product (other than for minimal prior use as part of a vendor display or demonstration usage) and does NOT apply to prior hired or leased product.
- This guarantee is valid only in the European Union / European Economic Area.
- This guarantee is not dependent upon registration. However completion of the attached registration card will assist Mitsubishi in processing any claim you make under this guarantee. If you so indicate in the appropriate box on that registration card, Mitsubishi confirms that it will only use the information you supply for the purposes of verifying any guarantee claim or as directed by law.

- All claims under or in relation to this guarantee must be made directly to Mitsubishi and in accordance with the claims procedures as may be issued by Mitsubishi from time to time.. Mitsubishi shall not (except where required by prevailing law) be liable for the costs of any service or repair where performed other than in accordance with this guarantee.
- Your product has been supplied through Mitsubishi in the UK and not through any other branch or associated company of Mitsubishi. It is therefore imperative to follow the procedures (current UK Mainland Guarantee Service Procedure in force at the issue date is attached overleaf) to ensure that any guarantee claim can be properly processed. The basic level of guarantee support is a “return to base” service, if you fail to follow the procedure.

As part of any “return to base service” you will be required to return your projector to Mitsubishi together with your “Projector R.M.A. Number”. This number will be issued to you by Mitsubishi when you contact Mitsubishi’s Service Department on +44 870 606 5008. You must obtain this number prior to returning your product. You must clearly note this number on any external product packaging and in all correspondence to Mitsubishi and you must include original evidence of the date of your purchase. As your Projector R.M.A. Number is used by Mitsubishi to track and process your projector guarantee claim, Mitsubishi reserves the right to reject any product returned where this number is not clearly identified.

You are responsible for properly packaging and shipping the product to Mitsubishi (including any costs thereof), and the product will travel at your risk. Mitsubishi will not be liable for any loss or damage in transit or for non-delivery to Mitsubishi and you should consider insuring the product against such risks. Mitsubishi reserves the right to reject any guarantee claim where the product despatched by you appears to have suffered transit damage whether through inadequate packaging or otherwise. Whilst ensuring that the projector is properly packaged remains your responsibility, Mitsubishi recommends that where possible the projector is returned in its full original packaging, with all carton flaps closed and secured. Should this not be possible, but the projector is returned in some other external rigid carton, this carton should be sufficiently robust (and of suitable thickness) to avoid penetration and/or crushing during transit/handling, and the projector suspended inside (preferably in thick expanded polystyrene), allowing at least an 8 cm gap between all projector surfaces and the insides of the carton. Please also ensure that any external packaging is clearly marked “FRAGILE”.

Mitsubishi STRONGLY recommends you do NOT return your projector in just its soft carry bag, as this is not designed nor intended to protect the projector in general transit. Furthermore, as the Mitsubishi Service Centre usually returns your projector to you in the same packaging as it is received in, please ensure that your packaging is suitable, and will continue to provide proper protection for return of the projector from the Mitsubishi Service Centre to you. Where Mitsubishi reasonably believes your packing is inadequate for return transit, and Mitsubishi has to repack your projector as a result, Mitsubishi reserves the right to charge you for such repackaging expenses, and (except where prohibited by prevailing law) may not return your projector until such expenses are reimbursed in full and in cleared funds.

Upon request and at the time of obtaining your Projector R.M.A. Number, Mitsubishi can supply further guidance on how to suitably package your projector. In addition, a “Flight Case Packaging Service” may be available to UK mainland addresses as part of Mitsubishi’s UK Mainland Guarantee Service Procedure.

- When properly returned, Mitsubishi shall inspect and examine your projector and your original proof of purchase at an authorised Mitsubishi Service Centre and shall make a final determination of the validity of your guarantee claim.

For a valid claim, Mitsubishi or an authorised Mitsubishi repairer shall repair or replace (where replacing with equivalent or better) the product in accordance with these terms. Mitsubishi shall be entitled to retain any product which has been replaced .

- This guarantee does not cover the following:-
 - 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 (save where as part of the Mitsubishi UK Mainland Guarantee Service Procedure, Mitsubishi undertakes collection of product and thereby bears transport and insurance costs).
 - 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 non-conformance 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.
 - 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.
- Should: (i) following examination of your projector, Mitsubishi reasonably determine that any of the above guarantee exclusions apply; or (ii) Mitsubishi incurs any additional costs as a result of your failure to comply with any of your obligations hereunder; then (to the fullest extent permissible by law) Mitsubishi reserves the right to charge to recover in 8(i) all costs, and in 8(ii) those additional costs, that it reasonably incurs. Where applicable (and provided not prohibited by prevailing law), Mitsubishi reserves the right to (and you agree that it may) retain any submitted projector unless such costs are first reimbursed by you in full and in cleared funds.
- Any guarantee claim or service does not extend the original guarantee period set out herein, unless required by prevailing national law.

THIS GUARANTEE DOES NOT AFFECT YOUR STATUTORY RIGHTS.

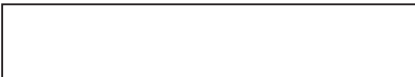
THIS GUARANTEE DOES NOT AFFECT ANY LEGAL RIGHTS YOU MAY HAVE AS A CONSUMER UNDER APPLICABLE NATIONAL LEGISLATION GOVERNING YOUR PURCHASE, HIRE OR LEASE OF THIS PRODUCT.

This guarantee is issued by:
Mitsubishi Electric Europe B.V.- UK Branch
 Visual Information Systems Division,
 Travellers Lane, Hatfield, Herts. AL10 8XB. UK.

Issue ref: MEU-VIS-PRO-170204 Issue date: 17th February 04

Mitsubishi Electric Europe B.V. is a Netherlands limited liability company. The UK branch is registered in England (number FC19156, BR003391).

All brand names, trademarks and/or trade names are the rights of their respective owners.
Mitsubishi Service Department’s Help-line Telephone Number: 0870 606 5008
 (from overseas, dial +44 870 606 5008)



Please complete and return the pre-paid registration card to us, to register your use of this projector.

Important Note:

This UK Mainland Guarantee Service Procedure is provided by Mitsubishi Electric Europe B.V. – UK Branch ("Mitsubishi"). The UK Mainland Guarantee Service Procedure applies where your claim is properly made within three years from the date of original end user purchase and ONLY where your projector is at an address on the UK mainland. This procedure is always subject to the terms and conditions of Mitsubishi's Three Year End User Guarantee for Projectors (the "Guarantee"), which you should read carefully.

The following information indicates how any 'reported fault' will normally be processed, provided that your projector is at an address on the UK mainland and you are eligible for the UK Mainland Guarantee Service Procedure. However, it does NOT form part of the Guarantee, nor does it represent, create or impose any specific contractual or other legal obligations upon Mitsubishi apart from those under that Guarantee. Mitsubishi reserves the right to temporarily suspend, change or offer an alternative processing procedure, whether with or without prior notice to you.

Your attention is also drawn to the fact that it is your responsibility under this UK Mainland Guarantee Service Procedure to properly pack and protect your projector (see further Mitsubishi's recommendations – the Guarantee) and for un-installing same (where applicable). Further, any re-installation work required after Mitsubishi returns the projector to the collection/delivery address will be your responsibility (e.g. removal from ceiling mounted positions and re-installation must be completed/arranged by you).

MITSUBISHI'S UK MAINLAND GUARANTEE SERVICE PROCEDURE

WHAT TO DO IF SERVICE IS REQUIRED WITHIN THE GUARANTEE PERIOD (UK Mainland Only)

Firstly contact Mitsubishi's Help-line Telephone Number on **0870 606 5008**, leaving a message if necessary. To avoid any initial confusion, please remember to state that your projector is within the guarantee period and you are seeking the Service Procedure.

On a working day[#] and subject to availability, a Mitsubishi authorised engineer will then endeavour to help and guide you with any difficulties, or in the event that you have left a message, call you back as soon as possible. (Where you telephone and leave a message out of hours or not on a working day[#], this call back will normally be on the morning of the following working day[#]).

Please ensure that prior to telephoning, you have the projector model details and your proof of purchase information available. This will assist Mitsubishi to help you and your proof of date of purchase will always be required before finally accepting any Guarantee claim.

Where Mitsubishi considers that you may have a valid Guarantee claim, then the procedure will normally be as follows:

1. Mitsubishi will arrange for a courier to call to the projector's location (as advised – must be a mainland UK address) to collect the 'reported faulty' projector. Faults that are reported and acknowledged by Mitsubishi before 3 p.m. on a working day[#] will normally result in a courier's "collection-call" the next working day[#].
2. Mitsubishi will, subject to availability and where requested at the time of your telephoning Mitsubishi, provide a loan projector for the duration that your projector is with Mitsubishi. Mitsubishi will endeavour to ensure that any loan projector provided is an equivalent or suitable alternative projector and this will normally be brought with the courier at the time of the "collection-call". However provision of a loan projector is conditional upon you agreeing to accept full responsibility for the loan projector (inc. liability for loss or damage) whilst it is in your care, and you should therefore consider insuring the loan projector against "all risks".
3. Prior to collection, you must ensure that the projector is available and properly packed ready for return to Mitsubishi (see above and the Guarantee). Mitsubishi's courier may refuse to collect your projector where this is not the case, and in any event Mitsubishi shall not be liable for the consequences of you failing to comply with your packing obligations (inc. for any loss or damage in transit resulting from inadequate packaging, nor for the additional costs of any repair work necessitated thereby). It is in your interest to ensure the projector is adequately protected.
4. The courier shall return the projector to Mitsubishi. Mitsubishi shall inspect and examine your projector at an authorised Mitsubishi Service Centre and shall determine the validity of your Guarantee claim. You are reminded that Mitsubishi shall make final determination as to validity of any Guarantee claim.
5. In the event of a valid claim, Mitsubishi or an authorised Mitsubishi repairer shall repair or replace (where replacing with equivalent or better) the projector in accordance with the Guarantee. Mitsubishi shall be entitled to retain any projector which has been replaced and shall retain any exchanged components.
6. After repair or replacement, the courier shall return the projector to the original collection address and any loaned unit (if applicable) will be collected. You are reminded that in the event that you have a loaned projector from Mitsubishi, you are fully responsible for the loaned projector (inc. liability for loss or damage), whilst it is in your possession and you MUST return the loaned unit in the same good condition (fair wear and tear accepted) as you received it (again properly packaged for return to Mitsubishi). In the event that you fail to comply with this condition of loan, you agree to INDEMNIFY and HOLD HARMLESS Mitsubishi from and against any costs or expenses it reasonably incurs as a result. You further agree that where any loaned unit is not properly packaged and available for collection at the time of the courier calling, then Mitsubishi reserves the right (except where prohibited by prevailing law) NOT to return your projector (or issue any replacement) until the loaned projector is so packaged and available and to charge Mitsubishi's additional costs as reasonably incurred as a result of the courier having to call again.

MITSUBISHI'S FLIGHT CASE PACKAGING SERVICE

WHAT TO DO IF YOU ARE INTERESTED IN A MITSUBISHI ARRANGED PACKAGING AND RETURN SERVICE (UK Mainland Only)

As a condition of the Guarantee and as part of Mitsubishi's UK Mainland Guarantee Service Procedure, you are responsible for properly packaging your projector ready for the Mitsubishi courier to collect. Where you are able to repack your projector in its full original packaging (with carton flaps properly closed and secured), this should reduce the risk of transit damage arising. However, if your projector's full original packaging is not available and you do not have a suitable alternative, or if you remain in any doubt about how to properly pack your projector, then for a fee, Mitsubishi can normally arrange a Flight Case collection courier service for your projector where the courier brings a secure Mitsubishi Flight Case for your projector model to your collection address for you to return your projector.

As a condition of this service, you must ensure that prior to arranging collection, your projector is ready (i.e. fully un-installed). Provided you have done this, you will be able to immediately place your projector in the Mitsubishi Flight Case, and it will be returned to Mitsubishi by the courier. For further details on this service, including availability and current price(s), please ask Mitsubishi when first telephoning.

NOTE: As part of this service you MUST return any Mitsubishi Flight Case sent to you (whether or not needed or used to return your projector). Except where prohibited by prevailing law, Mitsubishi reserves the right NOT to return your projector until the applicable Flight Case Packaging Service Fee is paid in full and in cleared funds).

[#] A working day is MONDAY to FRIDAY 09.00 until 17.00 hours but excluding public and statutory holidays.

Mitsubishi Service Department's Help-line Telephone Number: 0870 606 5008