
Warranties

Warranty Information

Consumer Guarantees

The following information pertaining to Consumer Guarantees will only apply where you have acquired NEC products as a Consumer. You are a Consumer within the Australian Consumer Law if you acquire goods or services and the amount paid or payable is less than \$40,000, or if the goods or services are of a kind ordinarily acquired for personal, domestic or household use or consumption.

The Australian Consumer Law protects Consumers by giving them certain guaranteed rights when they buy goods and services. Rights guaranteed under the Australian Consumer Law include:

- the goods are of acceptable quality;
- the goods match their description or any sample or demonstration model;
- the goods are fit for any represented purpose or purpose which the Consumer has made known;
- repairs and spare parts are reasonably available (unless notice has been provided that repairs or spare parts would not be available); and
- the services are carried out with reasonable care and skill and are completed within a reasonable time.

These rights are called 'Consumer Guarantees' and apply automatically whenever goods or services are supplied to a Consumer. These Consumer Guarantees cannot be refused, changed or limited.

Consumer Guarantees have no set time limit and depending on the price and quality of goods a Consumer may be entitled to a remedy after any manufacturers' or extended warranty has expired.

For goods or services where the end user purchase amount payable exceeds \$40,000 (inclusive of GST) then the above terms **do not apply**.

Manufacturer's Warranty

NEC may offer a manufacturer's warranty on specific NEC products in addition to any other rights or remedies you may have under the Australian Consumer Law.

The manufacturer's warranty set out below is offered by NEC as manufacturer and is not intended to and does not limit your rights with respect to the Consumer Guarantees, where applicable. To determine whether the manufacturer's warranty applies to Your NEC product, please refer to the Specific Warranty Information for Your [NEC product](#). The manufacturer's warranty must be read in conjunction with any Specific Warranty Information for Your NEC product.

The Specific Warranty Information outlines the Warranty Period, Warranty Type and any specific exclusion for Your NEC product. NEC considers the Warranty Period specified in the Specific Warranty Information to be a reasonable warranty period having regard to the price, design, manufacture and expected use of the NEC product.

General Manufacturer's Warranty ('Warranty')

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure if the goods fail to be of acceptable quality, provided the failure is not caused by any one or a combination of the warranty exclusions. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

Subject to the terms and conditions set out below, and unless otherwise specified in the Specific Warranty Information for your NEC product, NEC agrees to repair or replace, at NEC's cost, the NEC product purchased by you in Australia from NEC or an NEC Authorised Channel Partner when the product does not perform substantially in accordance with the specifications during the Warranty Period specified in the Specific Warranty Information for your NEC product. NEC makes no other express warranties in respect of your NEC product. To make a claim under this Warranty, valid proof of purchase must be presented when the warranty claim is made. The Warranty offered by NEC is not transferable.

The Warranty will only apply if your NEC product has been installed by NEC or by an authorised representative of NEC and used in accordance with NEC's recommendations (as noted in the operating instructions) under normal use and reasonable care (in the opinion of NEC).

The warranty only applies to NEC products sold by NEC Australia for use within Australia.

Warranty Exclusions

The Warranty does not cover damage caused by:

- misuse or abuse of the product by You;
- incorrect operation or not following the operation instructions (as noted in the operating instructions);
- improper installation;
- incorrect or improper maintenance or failure to maintain the product, including the use of non-standard air filters
- failure to clean or improper cleaning of the product;
- incorrect voltage or non-authorised electrical connections;
- adverse external conditions such as incorrect or fluctuations in electrical voltage; thunderstorm activity, acts of God, acts of terrorism, damage caused by vermin, or any other circumstance beyond NEC's control;
- exposure to excessive heat, and, or dust, moisture or dampness;
- exposure to abnormally corrosive conditions;
- alterations or modifications to the product made by you or a third party; or
- damage as a result of accident, liquid, grit, impact or lack of proper care as indicated in the operating instructions.
- damage resulting from rough handling

The warranty does not apply if any serial number or appliance plate on the product has been tampered with, removed or defaced.

The warranty does not apply if the product has been repossessed under any financial agreement.

The warranty excludes accessories and consumable goods which have ceased working through normal wear and tear such as, but not limited to lamps and other parts classifiable as a consumable part.

The warranty does not cover the loss of any data howsoever caused. You shall be responsible for backing up and protecting data against loss, damage or destruction.

The warranty does not apply if any service work is performed by a non-certified person/company.

The warranty excludes removal or reinstallation costs.

Warranty Claim Process

Unless otherwise specified in the Specific Warranty Information for Your NEC product, if you wish to make a claim under the warranty, you should contact your NEC authorised reseller and quote the type of NEC product, the applicable serial number and the date of purchase.

Extended Warranty

An extended warranty for Digital Cinema projectors may be purchased from NEC under the terms of the VPF for a period of up to a maximum of 10 years, included the original warranty. Such an extended warranty takes effect from when the standard warranty expires for a period of up to 10 years in total depending upon when the projector was originally purchased. Any claim made under such a warranty should be directed to NEC Australia through an authorised NEC reseller. To qualify to purchase extended warranty, the owner or owner's representative must complete an Extended Warranty Application form and provide NEC Australia with the original date of purchase, **model number**, serial number, maintenance log & a full inspection report by an authorised NEC representative.

The extended warranty does not apply if the product has been repossessed under any financial agreement or, if the projector changes ownership or, items covered in the "Warranty Exclusions" list.

Technical Support

10 hours of level 3 (telephone) technical support will be provided free of charge during the warranty period- original warranty or extended warranty if purchased. Outside the warranty period or if the 10 hours is exceeded, technical support is available but will be charged for.

NEC Warranty – Digital Cinema Projectors

<p>Product Name</p>	<p>NEC Digital Cinema Series 2 Projectors including Models: NC3200S, NC3240S-A, NC1200C, NC2000C, NC1100L-A, NC900C-A</p>
<p>Warranty Period</p>	<p>Projectors, Projector Parts*, Servers (IMS's), Lenses and Pedestals – 2 Years Parts Only</p> <p>Ushio Lamps</p> <p>DXL-12SN, DXL-15SN, DXL-12SN2, DXL-15SN2 – 3000 hours DXL-20SN3, DXL-21SN3 – 2400 hours DXL-30SN, DXL-40SCN, DXL-DXL-41SCN – 1500 hours DXL-30SN2, DXL-31SN2, DXL-45SN – 1200 hours DXL-40SN2, DXL-41SN2, DXL-45SN – 1000 hours DXL-60SN – 800 hours DXL-40SN, DXL-41SN – 650 hours DXL-60SN – 600 hours DXL-70SN – 300 hours</p> <p>Philips Lamps</p> <p>XDC - 2000NH - 1,800 hours XDC – 4001N - 1,800 hours</p> <p>NEC Lamps</p> <p>IS8-LP4-E – Whichever comes first when the lamps became non-lit at rated power, 3 years from manufacture or 500 hours *(Note 1)</p> <p>NP-9FL01 & NP-9LP01 – Whichever comes first when the lamp became non-lit at rated power, 15 months from manufacture of 3,000 hours *(Note 2)</p> <p>Spare Parts – warranty period or 30 days. No extension possible.</p> <p>Note 1: NC800C's lamp: Timer board (lamp hour meter) as well as the broken lamp must be returned. Broken lamps which do not include return of the timer board will be deemed out-of-warranty.</p> <p>Note 2: NC900C is installed with 2 lamps. The warranty covers only the defective lamp and does not cover the 2nd working lamp.</p>
<p>Warranty Type</p>	<p>Parts Only Conditional Warranty (exclusions as below apply)</p>
<p>Specific Warranty Exclusions</p>	<p>Please refer to NEC's <u>General Manufacturer's Warranty</u> for general exclusions which will be applicable to this Manufacturer's Warranty.</p>

	NECA Conditional Warranty
Series 2 Projectors	2 years parts only
Power Supplies (NC-32PS01/NC32PS02)	2 years parts only
Shutter Assembly	2 years parts only
Reflector Unit & UV Glass	4,000 hours* Refer note 4
Laser Light Engine	10,000 hours
Prism Assembly	10,000 hours (actual power ON time) Refer Note 6
Servers (incl NP-90MS01)	2 years parts only
CPU / ICP / SIB (incl Enigma) / PJ DIV / GPSU Boards	2 years
NC-32UP4K01 4K Update Kit	2 years parts only
Lenses	2 years parts only
Lamps- Ushio	As per Ushio warranty
Philips Lamps	As per Philips Warranty
Lamp NEC IS8-LP4-E	Whichever comes first when the lamp became non-lit at rated power -2 years from manufacture or 450 hours. *Refer note 1.
Lamps NEC NP-9LF01/ NP-9LP01 (Ushio)	<p>1. Lamp Strikes:</p> <ul style="list-style-type: none"> a. Lamp non-lit: Within 750 lamp strikes b. Lamp flicker: no limitation on number of strikes c. Lamp brightness: Decay to 50% brightness, within 250 lamp strikes <p>2. Lamp Hours/Age:</p> <p>Whichever comes first when the lamp became non-lit at rated power, twelve (12) months from date of manufacture or 2,000 hours use *Refer note 2.</p>
Fans	*Refer note 3.
Ceramic Insulators	*Refer note 5.

Pedestals	2 years parts only
Spare Parts	Warranty period or 30 days

*NOTES:

1. NC800C's lamp: Timer board (lamp hour meter) as well as the broken lamp must be returned – Broken lamps which do not include return of timer board will be deemed out-of-warranty.
2. Note: NC900C is installed with 2 lamps – The warranty covers only the defective lamp – it does not cover the second working lamp.
3. All fans and consumption parts have a lifespan, ie NC900C: 17,000hrs, NC1100L: 20,000hrs; NC-S1/S2: 20,000hrs.
4. Warranty is not covered directly to NECA for any reflector failure caused by an exploded Xenon Lamp.
5. Breakage to the Ceramic Insulator Block is not covered under warranty due to over tightening of the Anode Nut.
6. Dust contamination on any Optical part is not covered under warranty.