

Planar Systems, Inc. (“Planar”) Planar LookThru Transparent OLED and LCD Display Products Standard Limited Warranty

Congratulations on your purchase of a Planar® LookThru® transparent OLED or LCD display! With proper installation, setup and care, you should enjoy many years of unparalleled image quality, reliability, and performance.

This Standard Limited Warranty is provided free of charge by Planar with the purchase of a Planar LookThru transparent LCD or OLED display. The following terms and conditions of the Planar Standard Limited Warranty represent a contract between us, Planar, and you, the customer who has purchased from Planar or a Planar reseller, distributor or dealer. This Standard Limited Warranty applies to purchases occurring on or after the effective date noted below. Planar reserves the right to change the terms of this warranty. Such changes shall apply to purchases that occur on or after the effective date of the revised warranty.

Features:

- Planar LookThru OLED display – LO552 models: 1-year protection from defects in material and workmanship
- Advanced shipment of replacement part or product

Warranty Coverage

Planar warrants its products to be free from defects in material and workmanship during the warranty period provided below. If, in Planar’s determination, a product proves to be defective in material or workmanship during the warranty period, Planar will replace the defective part with a similar new or like new part. If the issue is deemed a manufacturing defect, Planar will replace the product with a similar new or like new product. If replacement of the part or product is determined by Planar to not be commercially feasible, Planar will refund a prorata share of the purchase price (calculated based on the remainder of the warranty period and the then-current MSRP¹ of a similar product).

Length of Warranty

Planar LookThru transparent OLED display models – LO552 - are warranted for one (1) year from the date of shipment from Planar.

All accessories, including but not limited to cables, stands, mounting hardware and remotes purchased at the time of the initial product purchase are warranted for one (1) year from the date of shipment from Planar.

¹ MSRP is defined as the most recent product price listed on Planar’s price list.

All accessories, including but not limited to cables, stands, mounting hardware and remotes, purchased after the initial product purchase are warranted for ninety (90) days from the date of shipment from Planar.

Eligibility

This Standard Limited Warranty covers product purchased from Planar or a Planar dealer, reseller or distributor and is valid only for the first customer who purchased the covered product. The Planar dealer, reseller or distributor may contact Planar Technical Support on your behalf in the event of a product defect. This warranty is not transferable. You may be required to provide evidence of proof of purchase.

Replacement Guidelines

If the issue is deemed a manufacturing defect with the product, Planar will issue a replacement for a similar new or like new product. In the event of a product defect, please follow the warranty replacement procedure below:

1. Contact Planar Technical Support via email or phone.
Europe Tech Support: +421 513 213 213 | support-emea@leyardgroup.com
North America Tech Support: +1-866-752-6271 | ts@planar.com
2. Provide the serial number, product model number, purchase date, description of the problem, and troubleshooting steps already attempted.
3. Planar Technical Support staff will attempt to correct any minor issues that might be causing the problem. If Planar is unable to resolve the problem through troubleshooting, a return material authorization (RMA) number will be issued for the defective part or product if it is determined that the claim was made within the coverage period of the Standard Limited Warranty.
4. Once the RMA number is issued, Planar will ship a replacement product as part of our Advance Replacement program. Shipping will be via the least expensive shipping method, typically ground shipping. Customer is responsible for excess charges for any other method of shipping requested.
5. Upon receipt of the Advance Replacement product, customer should inspect the packaging and materials for shipping damage. Report all damage immediately to the carrier and/or Planar Service Representative.
6. Customer will have thirty (30) calendar days from the date of receipt of the Advance Replacement product to return the defective product to the Planar authorized return facility or Planar will invoice customer, and customer shall pay Planar within thirty (30) days from invoice date, for the current market price of the Advance Replacement product. Planar reserves the right to refuse warranty service for a past due account. Customer shall:
 - a. Return the defective product in the box in which the Advance Replacement product was shipped. Product must be shipped on a pallet in a vertical position.
 - b. Return only the defective product. Planar will not be responsible for returning or replacing any accessories or non-Planar products that are returned to Planar with the defective product.
 - c. Return the product to the repair location specified by the Planar Service Representative. Clearly mark the RMA number on the shipping box. Verify that the RMA number on the shipping box matches the RMA number for the defective product being returned.
 - d. Customer is responsible for all return shipping charges, including but not limited to freight charges, taxes, duties, and insurance.

Warranty Exclusions

This Standard Limited Warranty does not include or is limited by the following:

1. Products not purchased from Planar or an authorized Planar distributor or dealer.
2. Shipment delivery time and availability may vary based on origin and destination. Planar is unable to deliver to PO Box and FPO Box addresses.
3. Rental costs incurred by the customer in the event of product defect or failure.
4. Any product on which the serial number has been defaced, modified or removed.
5. Labor and/or travel costs for repairs, adjustments to display settings, installation services, or other labor costs incurred by customer in the event of product defect or failure.
6. Damage, deterioration, or malfunction resulting from:
 - A. Accident, abuse, misuse, neglect, improper ventilation, fire, water, disaster, lightning, or other acts of nature, smoke exposure (cigarette or otherwise), unauthorized product modification (including use of an unauthorized mount), or failure to follow instructions supplied with the product or software or found on Planar.com.
 - B. Any labor associated with repair, or attempted repair, by anyone other than Planar.
 - C. Any damage to the product due to shipment.
 - D. Any damage during the removal or installation of the product.
 - E. Causes external to the product, such as electric power fluctuations or failure.
 - F. Use of supplies or parts not meeting Planar's specifications.
 - G. Normal wear and tear.
 - H. Customer caused defects, including but not limited to: cracked panel, scratched panel, blemished panel (dark spot larger than 1/16 inch), or scratched/defaced/altered plastics.
 - I. Any damage or dissatisfaction associated with latent images, "burn-in," or any other damage determined by Planar to be the result of customer use patterns, or creating content that is in conflict with guidelines provided by Planar.
 - J. Failure to follow maintenance procedures as outlined in the product's User Guide where a schedule is specified for regular maintenance of the product.
 - K. Failure to follow mounting and enclosure guidelines as found on Planar.com
 - L. Any other cause, which does not relate to a product defect in material or workmanship.
 - M. Operating the display outside the suggested normal usage conditions stated in the User Guide.
 - N. Temporary Image Retention as a result of displaying a static image for long periods of time.
 - O. Cosmetic sagging, non-uniformity, image retention, shortened lifespan, and/or degraded optical performance as a result of using the display in an orientation different from the recommendations outlined in the product's User manual.
 - P. Some bright or dark pixels are inherent to the LCD and OLED display technologies and fall within the tolerance levels for Planar LookThru displays. Specifications are available upon request.
7. Any costs for on-site removal, installation, set-up, or other labor services.

Miscellaneous Return Issues

1. Planar will not accept returned product unless the RMA number issued by Planar is shown on the outside of the box.
2. If the defective product is returned and determined to be excluded from warranty per any of the exclusions noted above, Planar reserves the right to charge the customer an amount not to exceed the Manufacturer's Standard Retail Price (MSRP).
3. If product is returned and is deemed to be a No Fault Found (NFF) unit, Planar reserves the right to invoice the customer for cost incurred by Planar.
4. It is the responsibility of the customer to properly package the defective product and ship it to the address provided by the Customer Service representative with the RMA number prominently displayed.

If the defective Product is not properly packaged by customer and is damaged in transit during its return to Planar, depending on method used, the customer may be charged for either the repair costs, if repairable, or the MSRP of a replacement product.

5. Replacement parts or product will assume the remainder of the original product's warranty or ninety (90) days, whichever is longer.
6. The customer agrees that they will retain the replacement part or product delivered by Planar and that the customer's returned defective part or product shall become the property of Planar.

For additional information or the name of the nearest service center, contact your Planar distributor or contact us at:

Europe Tech Support: +421 513 213 213 | support-emea@leyardgroup.com

North America Tech Support: +1-866-752-6271 | ts@planar.com

Limitation of Implied Warranties

PLANAR PROVIDES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, EXCEPT THOSE EXPRESSLY PROVIDED HEREIN. PLANAR EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT.

Exclusion of Damages

PLANAR'S MAXIMUM AGGREGATE LIABILITY HEREUNDER IS LIMITED TO THE COST OF ONE OF THE FOLLOWING REMEDIES: (1) REPLACEMENT WITH A SIMILAR NEW OR LIKE NEW PRODUCT; OR (2) REFUND OF THE LESSER OF A PRO RATA SHARE OF THE CURRENT MSRP AS DETERMINED BY THE REMAINDER OF THE WARRANTY PERIOD IF REPLACEMENT OF THE PRODUCT IS NOT COMMERCIALY FEASIBLE. THE REMEDY WILL BE CHOSEN IN GOOD FAITH AND AT THE DISCRETION OF PLANAR.

1. PLANAR SHALL NOT BE LIABLE FOR DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECT IN THE PRODUCT, DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL LOSS, EVEN IF PLANAR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
2. PLANAR SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE DAMAGES, OR ANY OTHER DAMAGES EXCEPT AS SPECIFIED ABOVE.
3. PLANAR SHALL NOT BE LIABLE FOR ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.
4. PLANAR SHALL NOT BE LIABLE FOR ANY VERBAL WARRANTY ASSURANCES MADE BY A PLANAR EMPLOYEE OR A PLANAR AUTHORIZED RESELLER THAT CONFLICTS WITH OR ENHANCES THE WRITTEN WARRANTY INCLUDED HEREIN.

Effect of Local Law

This warranty gives you specific legal rights. You may have other rights, which vary from locality to locality. Some localities do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.