

1 Infotec Warranty

The aim of this Warranty is to provide buyers with good customer service and support in order to attain a high level of customer satisfaction and brand loyalty.

1.1 Interpretation

The following words shall have the following meanings in this Warranty and Support Summary (please also refer to the glossary of terms at the end of this document):

“Buyer/Customer” means the person, company or firm who purchases Goods from the Seller.

“Conditions” means the conditions set out in this Warranty and Support Summary.

“Contract” means the Contract for the sale and purchase of the Goods in accordance with the Seller’s Standard Terms and Conditions of Sale and this Warranty and Support Summary (where applicable).

“Goods” means the Goods (or any component part thereof) as set out in the Order Acknowledgement.

“Order” means the Buyer’s Order for the Goods.

“Order Acknowledgement” means an Order Acknowledgement generated by the Seller accepting the Order for the Goods.

“Seller/Infotec” means Infotec Limited registered in England and Wales with Company Number: 2703979.

“Warranty Periods” means periods set out at clause 1.3 below or as otherwise agreed between the Buyer and Seller as set out in the Order Acknowledgement.

1.2 Warranty Conditions

The Seller warrants its goods for the periods set out below or as otherwise agreed in the Order Acknowledgement (unless local legal exceptions apply in accordance with the provisions of this document).

1.2.1 Warranty Exclusions

This Warranty does not cover those Goods supplied by the Seller which, during the Warranty Period are defective due to:

- a) shipping or transport damage;
- b) normal wear and tear (including fading light output);
- c) failure to comply with the O&M;
- d) incorrect fitting of the Goods or operation of the Goods which is not compatible with the recommended use of the Goods;
- e) adaptations to the Goods which are not in accordance with the Seller’s instructions;

- f) use otherwise in accordance with the Seller’s instructions;
- g) exposure to corrosive materials;
- h) incorrect maintenance, replacement parts or repairs inconsistent with the Seller’s instructions;
- i) the exposure to sunlight;
- j) vandalism or damage by some deliberate or negligent act or omission;
- k) pixel attrition not affecting readability of display in normal use;
- l) wilful damage or neglect; or
- m) a defect arises as a result of the Seller following any drawing, design or specification supplied by the Buyer.
- n) Faults or defects arising from unforeseen circumstances/events beyond the Seller’s control such as war, civil commotion, floods, lightning strikes or any other Acts of God.

1.3 Warranty Periods

1.3.1 Complete Display and Communication Hub hardware

The Warranty Period shall commence on delivery of the Goods and shall apply for the periods set out below unless otherwise specified in the Order Acknowledgement:

Equipment Type	Product Codes	Warranty
Monochrome LED System including LED tiles, carriers and controllers.	FMnn	5 year Return To Factory
RGB LED Displays, Communications Hubs (GPRS & TTS) & Environment Control Board (ECB), Charging circuit components.	RGBnn / P4nnn.	2 year Return To Factory
All TFT displays and any other (special) items; e.g. Radio & 3G equipment, Single Board Computer (SBC), Hard Drive unit (HDD), Cooling System Components, Fans, Batteries etc.	TSnn, TRnn, TXnn, TPnn.	1 year Return To Factory

1.3.2 Spares Holdings – 12 month Warranty

The 12 month return to factory warranty starts at the point of installation of the part up to a maximum of 24 months from original delivery date to customer. We exclude situations where poor storage has caused the parts to be defective in advance of the actual installation (deterioration of packaging protection, mishandling, significant or repeated use or testing over time).

To validate the claim the part will:

- Be identified by serial number to ascertain the original ship date.
- Be accompanied by a service record of first use at maintenance of the target equipment.
- Be subject to investigation that the failure did not occur due to the defective storage or improper handling, installation, connection or operation of the part.
- Assume OEM part is still current. N.B. Availability of OEM parts is beyond Infotec's control.
- Exclude TFT panels which have a standard 12 month warranty (supplied by manufacturer) from date of delivery only.

1.4 Warranty Procedure

The Buyer will promptly inform the Seller of any issues requiring warranty attention and keep the Seller informed of any developing conditions to enable their active management.

The Buyer must make initial contact with the Seller's customer service department requesting a returns "RMA number" in order to log the event and initial and invoke the terms of this Warranty.

Calls must be made by the Buyer to the Seller during office hours on 01530 566500 or 01530 567408). An email acknowledgement will be provided once the call has been logged.

All Goods must be returned to the Seller's principal place of business including any sub-assemblies.

Any Goods being returned to the Seller shall be:

- Carriage (and duty/taxes) paid by the Buyer;
- Free of any hazardous chemical, or biological contaminants;
- Clearly identified with the RMA number if supplied; and
- Accompanied by details of the equipment fault.

Any claim under this Warranty (and without limitation) will be rejected if:

- The returned Goods are not accompanied with the copy of the RMA number;
- The Goods are received in such a poor condition that they cannot be adequately analysed or have been disassembled contrary to the Seller's instructions;
- The Goods are not otherwise correctly labelled.

Upon receipt of the Goods, the Seller will assess their state and condition. If the Seller is satisfied that the Goods are defective and a claim under this Warranty is valid, it shall in its

absolute discretion repair and/or replace the Goods and will use its reasonable endeavours: -

To repair the Goods, ready for return, delivery or collection within 10 working days of receipt.

Replace the Goods within 5 working days if appropriate.

For the purpose of this clause 5 time shall not be of the essence.

In the event that the Goods are deemed not to be faulty in the Seller's reasonable opinion, the Seller reserves the right to charge for the assessment carried out, return or disposal of the Goods.

1.5 Repair and/or Replacement of Goods out of Warranty

The Seller may in its absolute discretion agree to repair and/or replace the Goods where the Warranty Period has expired or the Seller determines in its absolute discretion that the Warranty may not be invoked. The costs of such repair and/or replacement will be agreed in advance with the Buyer before any work is carried out.

1.6 On-site response

- Provided the terms of this Warranty apply, the Seller may at its discretion (and by agreement) attend the site at which the Buyer's Goods are installed in order to remedy any defects/faults reported during a period of 60 days after the date of the final invoice.
- Should any of the Seller's equipment not function when connected and powered up 'straight out of the box' then the Seller will attend site to repair or replace the defective Infotec equipment when this cannot be achieved through telephone support.
- Site visits made by the Seller's personnel must be accompanied by representatives of the Buyer to ensure that all local Health and Safety and other regulatory requirements are met.
- Following attendance at site any defects/faults in the Goods which are found not to be the responsibility of the Seller (in the Seller's reasonable opinion) cost of such attendance at the Buyer's site be charged at the Seller's standard daily rate as advised from time to time.

1.7 Buyer's Responsibilities

In order to invoke the terms of this Warranty the Goods must be installed, operated and maintained in accordance with the O&M. In addition, the Buyer shall:

- a) Co-operate with the Seller in relation to all matters relating to the Goods and the terms of this Warranty;

- b) Provide to the Seller (where appropriate) access to its premises, office accommodation, data and other facilities as reasonable required by the Seller in order to repair and/or maintain the Goods in accordance with the terms of this Warranty;
- c) Inform the Seller of all Health and Safety regulations and other reasonable security requirements that apply at any of the Buyer's premises;
- d) Confirm to the Seller upon the Seller's reasonable request that the Buyer has all relevant permits, licences and consents relating to the Goods.

1.8 Obsolescence and End of Life (policy)

Infotec Ltd is committed to providing leading edge products to our Customers, and as such invests considerable time to provide a range of high quality, high functionality products.

As general practice, Infotec Ltd prefers not to discontinue products and has discontinued very few products over the years it has been in business.

When this happens, Infotec's strategy is to exercise our best effort to retain the manufacturing capability and design expertise associated with the affected products for as long as there is a commercially viable reason to do so.

Design (or Service) life concerns the 'whole life' of any product and is affected by the progressive changes to constituent electronic component parts and their availability in the open market, i.e. not confined to any specific use; commercial, industrial or product type.

It is therefore Infotec's objective, to assist customers in the management of design life by the honest, frequent and timely communication of support available and where applicable, end of life for all our products on a continuing basis.

1.9 Product Tiers

As new products are introduced, Infotec places these into our planned obsolescence structure, initially at Tier 1. Product types and their tiering are frequently reviewed on the basis of component part availability and moved through each tier towards eventual obsolescence.

1.10 Spares availability and compatibility

Infotec products are developed so that subsequent evolutions possess a high degree of reverse compatibility enabling current mechanical & electrical components, controllers, power supply units and firmware to be used in the support of many legacies LED and LCD products.

However, non-Infotec OEM parts are typically less adaptable. In particular, SBC/RAM/CPU's, TFT display modules and their associated graphics controllers are developed by mass manufacturers for the consumer market and typically have much shorter product design life.

Infotec therefore seeks to obtain the best current information from our suppliers to enable our customers to make informed decisions in the provision of spares for their installed product base.

1.11 Communication

When it is necessary to consider product end of service life, Infotec will dutifully notify all known customers for such a product. Infotec will coordinate 'last-time-buy' (LTB) purchases with such customers unless such product discontinuance is related to product safety, regulatory or judicial compliance.

Communication may be planned and broadcast, to specific customers by product or project, or informed by our customer repair (RMA) service activity.

1.11.1 Glossary of acronyms used in this document

- BER – Beyond economical repair
- CPU – Central Processing Unit
- ECB - Environment Control Board
- EOL – End of life
- GPRS - General Packet Radio Service
- HDD – Hard Disk Drive
- H&S – Health and Safety
- LCD – Liquid Crystal Display
- LED – Light Emitting Diode
- LTB – Last Time Buy
- MOQ – minimum order quantity
- NFF – No fault found
- OEM – Original Equipment Manufacturer
- O&M – Operating & Maintenance (manual)
- RAM – Random Access Memory
- RMA – Return material authorisation
- SBC – Single Board Computer
- TFT – Thin film transistor
- TTS – Text to Speech

INFOTEC PRODUCT WARRANTY & SUPPORT SUMMARY



Notes				
Note 1	All specification are subject to change without prior notification			
Note 1 (alt)	Terms may be varied by contract and customer so the current version of this document will be issued at the time of order acceptance by Infotec			
Document modification record				
Issue	Modification	date	Author	Comments
0	Initial draft release.	18/11/10	AJR	Derived from document written by JLL dated 19 th April 2010.
A	Formal Release	17/12/10	TC	Changed and reviewed by TC. Minor adjustments and wording.
B	Comprehensive amendment	03/02/14	AJR	Extended to include EOL & service narrative
C	Further Review	13/08/14	AJR/TC	Check in advance of review by Professional Services
D	Legal Review	06/08/15	TC/EC/AJR	Completion of review by Professional Services
E	Error correction	19/09/16	JL/AJR	'3.2' under section 1 corrected to read '4.1'
F	Updated	14/06/17	JL/AJR	Table under 4.1 now includes current product range
G	Updated	18/09/17	JL/AJR	Added clause regarding spares warranty and updated the numbering and formatting.
H	Updated logo and document footer, added TX range	12/08/19	AJR	To align with current document set
I	Updated to include RGB and remove obsolete product ranges	12/09/22	JLL	Unsupported Olympus legacy displays removed