

WARRANTY STATEMENT

- 2 years on LED mono, tricolour Signs (RTFW)
- 4 years on LED full colour Signs (RTFW)
- 3 years on LG high brightness monitors (RTFW)
- 3 Years on Intel signage players (RTFW)

COMPANY STATEMENT

We guarantee a proper functioning of our LED digital display as long as it is installed, used and maintained in orderly manner, following a proper usage outlined in manual books. The following Warranty applies: 48 months for brand new full colour LED display built to client specifications, supplied and installed by Alpha View at the fixed location; 24 months for mono and tricolour LED display, including refurbished digital display and 12 months for digital display fitted on the mobile unit (truck/van or trailer) or used for short term rental.

SERVICE CONTRACT

This document sets forth the entire Contract between the Service Contract Administrator, hereinafter referred to as We, Us and Our, and, the Purchaser, as You and Your. No representation, promise or condition herein shall modify these terms. Alpha View's Warranty is contractually obligated to You to provide service under this Contract where in accordance with, and as allowed by state law.

WHAT IS COVERED. On-site Warranty service is not included and is charged at standard call out cost. We will furnish in-house labour, parts, and/or replacement equipment necessary to repair operational or mechanical breakdowns of the Product specified in this Contract, provided such service is necessitated by Product failure during normal usage. The Product specified and covered includes only equipment as originally configured and charged for in this Contract. Coverage also applies to the parts and accessories that are necessary to the covered Product's functionality, but does not apply to accessories that are used in conjunction with or to enhance the performance of the covered Product. The maximum liability owed to You under this Contract will be the lesser of (I) the current market value of a Product of like grade and quality; or, (II) the retail price paid for Your Product minus sales tax and claims paid, in lieu of service repairs or replacement of a Product of like grade and quality.

Power Surge and Spike: Power Surge adapters should be used with our LED Digital Displays to avoid any power spikes, or accidental damage of power transformers fitted in each cabin of the screen. The warranty does not cover damages caused by the jumps in the power by using power generators. All our products should be plugged in to the mains power outlets. In case of fitting digital screen on the mobile unit, we strongly recommend of using power surge adapters.

HARDWARE UPGRADE COVERAGE. This Contract will cover any internal hardware components installed into equipment at the time of purchase. This Contract does not cover installation of hardware upgrades installed after the time of purchase.

ACCIDENTAL DAMAGE FROM HANDLING (ADH). This Warranty does not cover accidental damage from handling. We strongly recommend of purchasing additional insurance cover directly from your insurance company including theft and vandalism.

IMPORTANT NOTE: Repairs recommended by the repairing facility not necessitated by mechanical breakdown are not covered unless specifically authorized by Us. We reserve the right to inspect the items to be covered, or the items covered, as the case may be, prior to coverage or during the coverage period. Model number, serial number and original date of purchase of all Products to be covered must be provided to execute application for service. If You request a service call for a non-covered repair, You will be responsible for all costs associated with the repair. In the event You are unable to meet the servicer for an onsite repair, if applicable, You must call to cancel the appointment one (1) business day prior to the agreed upon time of service or You may be responsible for paying the second trip charge for the subsequent rescheduled repair. If the Product is found to be performing to the manufacturer's specifications, it will be returned to You.

TIME FOR SERVICE. Service will be performed during the hours of 8:00 a.m. to 5:00 p.m. local time Monday through Friday, excluding holidays or during the hours of operation of the participating servicing dealer. Any additional costs above the service providers authorized hourly rate (premium or overtime charges) or after hours service will be at Your expense with exception of health related or severe weather related emergencies.

PLACE OF SERVICE. After We authorize Your claim, We will either (a) repair Your product with new or refurbished parts, or (b) replace it with a new or a refurbished product of like grade and quality. Our standard Warranty covers the product with RTF (return to factory) warranty. You may be asked to provide proof of purchase as a condition for receiving service under this Service Contract. Your original purchase receipt should be kept with this service Contract in a safe place.

If you purchased or are otherwise entitled to onsite service it requires clear, complete and easy access to the product by the authorized servicer and does not include removal or re-installation of an installed product. It is possible that certain onsite repairs will not be completed onsite, but will require that the product or parts of the product, at the servicer's discretion be removed for shop diagnosis and/or repair and then returned. If onsite service cannot be attempted in Your residence due to environmental and/or technical requirements, or if You are located more than fifty (50) km from our location, the cost to transport and/or ship Your Product for service will be at additional charge.

PARTS AND SUBCONTRACTING. Parts used to repair equipment may either be new or refurbished at Our sole option. Service may be performed by subcontractors.

RENEWABILITY. This Contract is not renewable.

LIMITATIONS OF COVERAGE – This Contract Does Not Cover:

On-site repair – all products are covered with RTF (return to factory) warranty.

Service required as a result of any alteration of the equipment, or repairs made by anyone other than a participating servicing dealer, an authorized service provider, its agents, distributors, contractors or licensees, or the use of supplies other than those recommended by the manufacturer.

Damage or other equipment failure due to causes beyond Our control including, but not limited to, repairs necessary due to operator negligence, the failure to maintain the equipment according to the owner's manual instructions, abuse, vandalism, theft, fire, flood, wind, freezing, power failure, inadequate power supply, unusual atmospheric conditions, animal or insect damage, acts of war or acts of God.

Service necessary because of improper storage or improper ventilation, including failure to place the equipment in an area that complies with the manufacturer's published space or environmental requirements. Any installation that prevents normal service.

Misuse, abuse, reconfiguration of equipment or improper movement of the equipment. Any utilization of equipment that is inconsistent with either the design of the equipment or the way the manufacturer intended the equipment to be used.

Any and all cases in which the manufacturer of the equipment would not honor any warranty regarding the equipment.

Cosmetic damage such as, but not limited to scratches, dents, rust, and stains.

Non-functional parts such as, but not limited to, plastics, finishes, porcelain or enamel parts, knobs and dials, handles (unless critical to the function of the Product), or trim.

Consumable Items: Consumable items are defined as any part that is considered consumable by the manufacturer or any item that is designed to be consumed (wear out) during the life of the Product, regardless if it is consumer replaceable or not.

In-warranty parts not provided or shipped by the manufacturer. Operational or mechanical failure covered by manufacturer's warranty, manufacturer's recall, improper construction, or factory bulletins, (regardless of whether or not the manufacturer is doing business as an ongoing enterprise). Defects in the equipment due to the manufacturer's error or improper construction of the equipment.

Consequential damages as a result of malfunctioning of or damage to an operating part of the covered equipment, or damages as a result of any repairs or replacements under this agreement. Damages caused by delays in rendering service or loss of use during the period that the Product is at the authorized service center or otherwise awaiting parts are not covered. Rentals and "loaner" equipment are not covered. You are responsible for creating back-ups of all Your data and software on a regular basis.

Operational or mechanical failure which is not reported prior to expiration of this Contract or within 30 days of Product failure.

Any software, including but not limited to, application programs, network programs, upgrades, formatting of any kind, databases, files, drivers, source code, object code or proprietary data, or any support, configuration, installation or reinstallation of any software or data.

Equipment sold without a manufacturer's warranty or sold "as is". Refurbished products with less than an original ninety (90) days manufacturer's parts and labor limited warranty. Refurbished equipment must be sold on a refurbished contract (stated on the invoice)

Normal, periodic or preventative maintenance and/or checkups, including but not limited to customer education, adjustments, cleanings, and convergence.

Loss or damage as a result of violation of existing federal, state or municipal codes including repairs to Products not complying with said codes.

Pre-existing conditions (incurred prior to the effective date of coverage), known to You.

Equipment where the serial plate attached to the equipment is removed, defaced or made illegible.

Television or personal computer monitor screen imperfections, including "burn in" or burned CRT phosphor, caused by video games, prolonged display of one or more signal(s), or other abuse. All display products that are used in an application that requires continuous and/or business operation unless additional coverage is purchased.

Damage resulting from unauthorized repair; software virus; or electrical wiring and connections; damage caused during delivery or removal, improper installation, or setup including, but not limited to packing, unpacking or assembly, user facilitated minor adjustments and settings outlined in the Product's owner's manual, external antenna or local reception problems, inaccessible products or parts, negligence, misuse or abuse whether willful or not.

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Non failure problems that do not require parts, squeaking or other noises and intermittent issues. Subsequent trip charges may need to be paid by You if a second “no failure found” diagnosis is determined based on the same problem.

Electronics and PC equipment over 4 years of age.

Installation, removal, or reinstallation of any equipment.

Any cost recoverable under any other warranty, guarantee, or under an insurance policy (in such case, this Contract will cover any applicable deductible).

Any Product failure which is not reported prior to the expiration of this Contract

NO LEMON GUARANTEE. During the term of this Contract, when three service repairs, with three separate claim numbers, have been completed on the same part, and that same part requires repair under a fourth claim number, as determined by Us, Your Product will be replaced with a Product of like grade and quality by Us, not to exceed the original retail purchase price. This does not include repairs necessary during the manufacturer’s warranty period, rework/callback service required after initial service, during the warranty of work period provided by the Service Company, or previous service Contract terms.

CANCELLATION AND REFUND. You may cancel this Contract at any time for any reason. If You cancel this Contract within seven (7) days of the date purchased You will receive a refund of the full purchase price less the 30% deposit. You will be still fully charged for bespoke product, installation and/or refurbished product. You cannot return the custom built product.

COVERAGE AND TERM. This is not an insurance policy. As the Administrator, We will assist You in understanding Your warranty and coverage benefits from the day You purchase Your Product. If Your Product needs repair for operational or mechanical failure, You are required to call our office +353 1 901 04 44 or submit Your claim in writing to info@alphaview.ie. With any correspondence, please provide Your daytime phone number and claim number if applicable. There are some limitations of coverage. You should review the limitations of coverage paragraph for details.

LIMITATION OF LIABILITY

THE DEALER/RETAILER, ALPHA VIEW, THEIR AGENTS, CONTRACTORS OR LICENSEES WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, LOST DATA RESULTING FROM THE BREAKDOWN OR FAILURE OF ANY EQUIPMENT OR FROM DELAYS IN SERVICING OR THE INABILITY TO RENDER SERVICE ON ANY COVERED EQUIPMENT. EXCLUSION IS MADE OF ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO EXPRESS OR IMPLIED WARRANTIES MADE HEREIN. WE DO NOT TAKE ANY RESPONSIBILITY AND WILL NOT COVER ANY COST OCCURRING DUE TO CITY COUNCIL DECISION FOR REMOVAL THE SIGN. IT IS CLIENTS RESPONSIBILITY TO APPLY FOR ALL RELEVANT PERMISSIONS REQUIRED.

ADDITIONAL NOTES:

In case of full 48 months warranty- the following warranty schedule applies:

From 1-24 months – we will replace or fix any faulty parts

From 24 – 48 months – Warranty applies only to LED modules.

The service reaction time is up to 2 days (business working days) from service call registration. Sometimes the service can be done over the phone and doesn’t require technician on site. In case of damage or fault caused by the client due to improper usage of the equipment the client will be charged for transport and time of technician spent on site, charged on hourly basis.

Warranty doesn’t cover the following elements:

Rubber seals

Fuses

Power cables

Signal cables (cat 5)

The metal cabinets (paint, scratches, dents, etc)

This Warranty doesn’t apply to following damages:

Due to improper usage, installation (unless done by Alpha View), storage and transportation of the LED panels.

Caused by any modification to a display done by client

Caused by service done by unqualified person (not trained by Alpha View)

Caused by damages by third parties

Caused by improper power connection

Caused by lighting (without proper safety precautions) – unit should be grounded

The mechanical damage to the face of the Digital Display

Caused by computer viruses or improper software usage.

The Warranty is not valid if the warranty labels are torn or taken off.

We strongly recommend to do a full Service Check-up at least every 6 months to extend the lifetime of the product. This has to be done by qualified technician.

Warranty Policy

Alpha View Ltd. warrants all our products (and our suppliers’ products) to be free from hardware defects in material and workmanship from the date of purchase throughout the duration of the warranty period.

The date of purchase will be determined by a valid proof of purchase which will be validated against the serial number product purchase history database maintained by Alpha View Ltd. A valid proof of purchase must be machine printed on a business-class invoice form and include the following information:

Name and address of company

Purchase date

All serial numbers of products purchased

During the warranty period, Alpha View will, at its option, either replace a defective product with a new product, or repair the defective product with new or rebuilt parts at no charge except as stated below. The defective parts or products that are replaced become the property of Alpha View.

How to Request a Return Manufacturer’s Authorization (RMA) Number

To obtain warranty service, the customer must first request an RMA number from Alpha View Technical Support before returning the defective product for service. Alpha View Technical Support can be contacted via the following methods:

- e-mail: support@alphaview.ie

- phone: 01 901 04 43

Defective products returned to Alpha View without the RMA number will not be accepted or repaired. Once the RMA has been issued, Alpha View will either advance ship the replacement product (Advanced Replacement Warranty) or the customer will return the defective product (Return To Factory Warranty) to Alpha View for repair/replacement, depending on the warranty option purchased.

For Alpha View Products Covered Under Advanced Replacement Warranty (ARW)

Once the RMA number has been requested, Alpha View will ship the customer a replacement product the same day (for all RMAs issued by 12:00 PM) or the next working day (for all RMAs issued after 12:00 PM), at Alpha View’s expense.

Inside the replacement product carton, the customer will find the replacement product, return label (addressed to Alpha View (or their suppliers) with the RMA number) and return instructions. The customer must:

Pack the defective product in the replacement product carton and materials

Write the RMA number on the outside of the carton

Ensure that the RMA number is clearly visible on the address label

Insure it (or assume the risk of loss / damage during shipment)

Prepay all shipping charges for the shipment back to Alpha View (unless otherwise agreed)

The customer is responsible for returning the defective product (shipment prepaid) to Alpha View (or their suppliers) within 30 days or the customer will be invoiced for the full published retail price of the replacement product, and all RMA privileges will be suspended until the defective product is returned or the invoice is settled.

Upon receipt of the defective product by Alpha View (or their suppliers), the replacement product will assume the remaining warranty length and terms of the original unit.

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For Alpha View Products Covered Under Return-to-Factory Warranty (RTFW)

Once the RMA number has been requested, the customer is responsible for shipping the defective product back to Alpha View (or their supplier). The customer must:
Pack the defective product in its original shipping materials and carton (or equivalent)
Write the RMA number on the outside of the carton
Ensure that the RMA number is clearly written on the address label
Insure it (or assume the risk of loss / damage during shipment)
Prepay all shipping charges for the shipment back to Alpha View (or their supplier – unless otherwise agreed)

Once the defective product has been received by Alpha View, we will typically repair or replace the product in five business days or less. Alpha View will then ship the replacement product via ground freight service at Alpha View's expense. Customer can request expedited freight service at their expense with this warranty.

For Alpha View Products That Are Dead On Arrival (DOA) Advance replacement warranty

If a new Alpha View product fails within the first thirty days after purchase, Alpha View will replace the defective product under the same terms as detailed for "Advance Replacement Warranty".

For Alpha View Products That Are Dead On Arrival (DOA) Return to factory warranty

If a new Alpha View product fails within the first thirty days after purchase, Alpha View will replace the defective product under the same terms as detailed for "Advance Replacement Warranty" with the exception that the shipment will be eligible for ground shipping only. The customer may request expedited shipping service at their expense.

Standard Warranty Limitations

This warranty does not apply to products damaged due to negligence, misuse, improper installation or abuse by the customer; water, fire, or other physical or liquid agents; acts of God; improper electrical power, power failures, power surges or other electrical problems; lightning or other storm conditions excessive or inadequate heating or air conditioning; repair, modification, or installation of options or parts by anyone other than Alpha View or any problems created by improper shipping or handling.

This warranty shall also be invalid if the product's serial number has been removed, defaced or altered in any way.

ALPHA VIEW'S OBLIGATION IS TO REPAIR OR REPLACE THE DEFECTIVE UNIT. THERE IS NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THERE ARE NO OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED, EXCEPT AS EXPLICITLY STATED HEREIN. ALPHA VIEW SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR FOR ANY BREACH OF WARRANTY OR DAMAGES DUE TO NEGLIGENCE.

Warranty Exclusions

If a product is returned to Alpha View and found to be damaged due to negligence, misuse, improper installation or abuse by the customer; water, fire, or other physical or liquid agents; acts of God; improper electrical power, power failures, power surges or other electrical problems; lightning or other storm conditions; excessive or inadequate heating or air conditioning; repair, modification, or installation of options or parts by anyone other than Alpha View or any problems created by improper shipping or handling, the customer will be billed for the full retail price of the product, plus shipping charges.

Warranty Transfers

The unexpired term of this warranty may be transferred to a new owner upon the new owner's written request to Alpha View Ltd., This limited warranty will not transfer to any new owner for Alpha View products which have been salvaged and resold, or declared stolen by the original owner. The transferred warranty does not provide for telephone technical support, firmware or software upgrades. The product is only eligible for web, email or telephone based technical support.

After-sale Technical Support

Our technical support is available 7 days a week (from 10am till 6pm) and it is FREE of charge to all our customers.

Service available

The following detailed service parameters are provided free of charge by Service Provider in the ongoing support.

Service Scope

The following Services are included

Manned telephone support
Monitored email support
Remote assistance using Remote Desktop and a Virtual Private Network where available
Planned or Emergency Onsite assistance (call out charge applies)

Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services and related components.

Our Technical support:

Owens all reported incidents
Identify nature of incidents based upon reported symptoms and categorization rules supplied by provider groups
Prioritize incidents based upon impact to the users
Responsible for incident closure
Delegates responsibility by assigning incidents to the appropriate provider group for resolution based upon the categorization rules
Performs post-resolution customer review to ensure that all work services are functioning properly and all incident documentation is complete

Service Availability

Telephone support : 10 A.M. to 4:00 P.M. Monday – Friday

Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however there will be a backup answer phone service (this is only available for 24/7 priority service)

Email support: Monitored: 9 A.M. to 6:00 P.M. Monday – Friday

Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day

Service Requests

Our goal is to respond to service related incidents and/or requests submitted by the Customer within the following time frames:

0-4 hours (during business hours) for issues classified as High priority.

Within 24 hours for issues classified as Medium priority.

Within 2 working days for issues classified as Low priority.

Remote assistance will be provided in-line with the above timescales dependent on the priority of the support request.

On-site Service is not included and it is available as an add on, payable service.

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