

Warranty terms and conditions - Touchscreen accessories

This document describes the warranty terms and conditions for Prowise touchscreen accessories.

1-year standard warranty on accessories

Prowise B.V. provides high-quality, durable products. Therefore, we can offer a five-year (5)* warranty on our touchscreens. This five-year (5) warranty commences on the date of delivery. Make sure you always keep the invoice and the serial number at hand for when you want to make a claim on the warranty. In case you have an additional warranty package, please make sure to indicate this as well. For more information on the warranty conditions of our touchscreens, the reader is referred to the document 'Warranty terms and conditions - Touchscreens'.

A standard warranty of one (1) year applies to accessories unless stated otherwise and commences on the date of delivery. Should one of the accessories be malfunctioning, Prowise B.V. will resolve the issue or have the issue resolved, replace the accessory with a similar product or apply a reasonable price reduction, without assuming liability.

Should the accessory be malfunctioning but fall outside of the warranty period, it is possible to purchase a new unit of the defect accessory. Visit <https://www.prowise.com/nl/contact/> to find our contact details.

Dead On Arrival

Prowise B.V. applies a DOA (Dead On Arrival) period of ten (10) days after delivery/installation. Should one of the accessories be malfunctioning within this period, it is considered a DOA and will be replaced free of charge.

Prowise B.V. must be notified of the defect in writing within this period of ten (10) days after installation. Make sure you have the invoice, Proof of Installation (POI) and the serial number at hand if you want to make a claim on this warranty.



Accessories

Prowise B.V. considers the following products to be accessories:

- cables, supplied in the packaging of the touchscreen
- active pens and pen tips
- passive pens
- remote control
- WiFi antennas
- NFC Cards
- keyboard and mouse of Prowise B.V.
- Prowise MOVE camera
- remaining products of Prowise B.V., such as a camera, dongles etc.

Using the accessories

The accessories are covered by the Prowise warranty for **1 year** starting from the moment of delivery after the purchase at Prowise or one of its accredited partners.

The accessories are specially developed for Prowise Touchscreens. Applying them to other devices can shorten the lifespan and falls under improper use. If the accessories are used improperly, that is in any way other than described in the user manual and safety guide, the warranty lapses and Prowise B.V. will not bear any responsibility or liability in case of material damage and/or injury. Wear caused by normal use, including scratches, are not covered by the warranty.

Warranty Limitations

Follow the instructions in the user manual and safety guide. Any use other than what it was intended for is considered improper and can lead to damage to the product, damage to property or physical injury. If the device is used improperly, the warranty lapses.

The warranty lapses in case defects or damage to the accessories or any parts is partly or in whole caused by:

- installation, use, modifications or repairs to the hardware and/or software, conducted by third parties that are not trained or authorised by Prowise B.V. to carry out these tasks. Always contact Prowise B.V. or an accredited partner when the product is malfunctioning.
- incorrect and careless use, or incompetency caused by non-compliance with the instructions in the user manual and safety guide.

- an environment where the touchscreen and/or the accessories are regularly exposed to dust, heat, cold, moist, vapour or extreme temperatures or where flammable products and/or explosives are stored, a quick change in ambient conditions can occur or corrosion, oxidation, food or liquid spillage occurs or is affected by chemical agents. Read the safety instructions for more information.
- external forces, such as a natural disaster, damage caused by a lightning strike, fire, soot or water, vandalism, excessive accumulation of dust and/or induction, etc.
- usual wear and natural ageing, such as wear to the pen tips, (mis)alignment of the MOVE camera (requires recalibration), occurring within the design or that do not affect the functionality of the appliance.
- using external equipment that is not approved or supplied by Prowise B.V. Read the safety instructions for more information.
- damages incurred when returning the accessory to Prowise B.V. or an accredited partner that is due to insufficient or inadequate packaging or improper transportation of the product.

The warranty does not apply to customers in the following situations:

- Not notifying Prowise in writing within five (5) days after delivery of a defective product, in case it is a visible defect, or within five (5) days after discovering a defect in the product, in case it is a non-visible defect.
- The payment obligation has not been (fully) satisfied.
- No proof of purchase has been discussed.
- The model, serial or product number of the touchscreen has been altered, erased, removed or otherwise been made unreadable.

Prowise B.V. is not liable for loss of data stored on the device. Make a back-up of your documents regularly to avoid data loss. Data conversion is not included in the warranty.

Warranties on software not developed by Prowise B.V., including the operating system and/or components, can be carried over to third-party manufacturers and do not fall under the warranties of Prowise B.V.

It is your responsibility to take all precautionary measures to avoid or limit damage at all times.

The original warranty term is not expanded due to repairs, replacement, reduction in price or any other solution offered by Prowise.

For remaining rules relevant to the warranty and repair of Prowise B.V. products, the reader is referred to the general conditions of delivery and sales of Prowise B.V.