

## **Egan Standard Warranty for Egan TeamBoard Products**

Egan Visual Inc. (“Egan”) warrants to the original purchaser (“Buyer”, or the legal entity which has been invoiced by Egan), that the products substantially conform to the specifications published by Egan at the time of manufacture of the product, and that the product is free from material defects in materials and workmanship, under normal and reasonable operating conditions, for the Warranty Term as defined below. No other warranties or representations, express or implied, other than contained herein shall apply or be honored by Egan.

### **Who is Covered**

The “Buyer” holds this Standard Warranty. This Standard Warranty is not transferable to other parties. The End User is protected by warranty, if applicable, from their reseller.

### **What is Covered, and what is not covered**

This Standard Warranty applies to new products purchased Egan. It specifically excludes:

- Products that have been used other than per the instructions
- Products that have been damaged due to the connection of other equipment
- Products that have not been installed and or/maintained as per the instructions
- Products that have been damaged
- Products that have been modified
- Peripheral products in the package such as brackets and fittings, which are “as is”
- Products and services that are not provided by Egan, including installation, de-installation, and shipping

### **Egan Visual Presentation Surface™ (EVS™) Warranty**

EVS is guaranteed by Egan to be an effective projection surface for the life of the product. Egan offers an extended 10-year limited warranty on the EVS surface component only, provided proper care has been maintained and is documented. EVS is a matte-white surface, suitable for projection. The use of harsh cleaners, permanent markers, paint, low quality dry-erase markers, low-odor dry-erase markers, damage from sharp objects, and other abuse, may damage the surface and may void any warranty. Use ACMI-Certified ketone-based dry-erase markers and the EganCloth™ only. Other markers and erasers can leave residue and ghosting. This Surface warranty does not apply to defects resulting from negligence, damage from sharp objects, lack of proper care and maintenance or storage in extreme environments. All decisions of workmanship, failure, misuse and abuse remain with the manufacturer. No warranties other than those contained herein shall be applied.

**Warranty Term**

The intent of the warranty on the products listed below is that it is a “DOA” warranty that provides coverage for a reasonable period to permit installation and testing. Specifically, the term of the Warranty shall begin on the invoice date from Egan to the Buyer. Warranty term varies by product category, as follows:

TeamBoard Interactive Whiteboards: T4-series	30 days
TeamBoard Interactive Whiteboards: M-series	30 days
TeamBoard Interactive Flat Panel Touchscreens	30 days
TeamBoard Installation mounts	30 days
EVS® Surfaces	10 years
TeamBoard Projectors	30 days
TeamBoard Software	None
Installation Services	None
Installation Hardware (clips, toggles, bolts, etc.)	None

Note: Older generation TeamBoard 2-series and 3-series are now out of warranty.

**Warranty Point**

This warranty is a “Return to Factory” or “RTF” Warranty. To exercise this warranty, the product must be shipped DDP Woodbridge, ON, Canada (Incoterms 2010). Replacement product is made available at the factory EXW Woodbridge, ON. Outside of North America, this Warranty may be honored by an Authorized Reseller or an Authorized National Service Center; please inquire.

**How to make a Warranty Claim**

While the product is still in its original installed state, contact Customer Service to open a case for your product and to have the claim evaluated. Once a written Return Authorization has been issued by Egan, the product may be uninstalled and shipped. Shipments that arrive without a valid Return Authorization will not be accepted.

**Processing of a Warranty Claim**

Your product will be evaluated within a reasonable period of time and at the sole option of Egan, it will be repaired, or replaced with refurbished or new product. In the event that the model has been discontinued and warranty stocks have been depleted, Egan may, at its sole option, replace the Product with a different model with comparable or better performance characteristics.

**Errors and omissions excepted.**