



Warranty and Service conditions

CTOUCH displays 46/47/55/60/65/70/80/82/84 inch

The standard warranty on all CTOUCH displays is two (2) years.

If you register the display on ctouch.selectroweb.nl you will receive an additional year warranty (three (3) years in total).

The warranty is valid from first date of purchase by a user in combination with the production date of the display. CTOUCH Europe appoints two exceptions to the warranty period of three years after invoicing to the (end-)user. In case

- the production date is six months prior to the date of invoice to the user
and / or
- the invoice date from CTOUCH Europe to the reseller is more than three months older than the invoice date to the user

the decision for a call inside or outside warranty is made by CTOUCH Europe.

The warranty is transferable only between end users. The guarantee of CTOUCH Europe B.V. (hereinafter CTOUCH Europe) covers manufacturing related defects and parts in and on the display.

The warranty is valid when the display is used in accordance with the instructions for use and for the purpose for which it was manufactured. Also, the original invoice (invoice, docket or receipt) is required with the purchase date, the name of the reseller and the model (type) and production (serial) number of the display. Registration can be done via the site ctouch.selectroweb.nl. The service procedure is described in detail under "Service".

CTOUCH Europe presents itself liable for repair or, if repair is not possible, replacement of the product under warranty, which is at the discretion of CTOUCH Europe only. CTOUCH Europe uses the nationwide network of an authorized service centre and thus vouches for the professional and prompt service to its customers. All repairs will be carried out on site by appointment. If due to the technical nature of the display repair can not be carried out on site, a replacement display will be made available for the duration of the repair in our service centre. This replacement display will measure up to 70 inches.

Within the warranty period of three years a service response time of 48 hours applies. This is valid for the CTOUCH displays: 46/47/55/60/65/70/80/82/84 inch. This 48 hours is a target response time, no rights can be derived.

When purchasing a service pack for the 4th+5th year or for the 4th+5th+ 6th year, depending on the type of service pack, a service response time within 72 hours applies during the total warranty period, that is to say, five (5) or six (6) years. This service will take place within 72 hours, provided that the service is registered through a completed RMA form by the dealer before 14: 00 on the previous day at CTOUCH Europe. The process for service calls on displays with a service pack is equal to calls where the standard guarantee is in effect. Also, the cost of transportation, parts and repair are at the expense of CTOUCH Europe. The only exception to this is made for the panel of the display. If a panel needs to be replaced at a display for which an additional service pack has been purchased, then the cost of the panel shall be at the expense of the customer. Labour costs are to be paid by CTOUCH Europe.

The CTOUCH display should be supplied without accessories. If nevertheless accessories are included, then CTOUCH Europe is not responsible for damage or loss thereof.

CTOUCH Europe uses a Defective On Arrival (DOA) period of 2 weeks after the date of the invoice to the end user.

This warranty provisions contained herein are in effect for the European market. Service response times as well as extended warranty options may vary by country.

CTOUCH Europe provides software updates. These software updates are posted on the CTOUCH Europe website under 'Service'.

The warranty is not valid in the following cases:

- If the defect (in any way) is caused by misuse, use in an environment that is not in accordance with what is prescribed for the product, neglect, forgery, improper adjustment or modifications to the product;
- On one of the mentioned documents something has been altered, deleted, removed or made illegible;
- The defect is caused by external causes such as natural disasters, molest, fire and soot damage, dust, induction and lightning damage and animals;
- If modifications and / or repairs to the product carried out by persons / companies that are not authorized by CTOUCH Europe;
- If the maintenance instructions indicated in the user manual have not been followed;
- In case of repairs caused by incorrect and/or improper installation in the operating environment;
- In case the product is used in a dusty environment;
- In the event that the serial number of the product is damaged or removed;
- In case of malfunction and / or damage caused by additional equipment that is used with the product or in connection therewith, and are not supplied or recommended by CTOUCH Europe;

In all cases not provided for by the above CTOUCH Europe will treat each case individually and decide accordingly.

The process for service calls on out of warranty displays is equal to that for calls covered by the guarantee scheme. The costs of transport, repair and parts are charged to the customer. Also, the customer is responsible for proper packaging of the display.

To be able to repair the CTOUCH displays in a responsible manner the equipment and the site shall be easily accessible according to criteria set out below.

Location of the display

- The bottom of the screen should be at the most at 180 cm height.
- The screen should be directly accessible with our service lift. This means that there are no obstructions such as furniture and (wall) cabinets below the screen.

Accessibility of the site

- The site should be accessible to a service elevator. This is 82 cm in width and 120 cm deep. The doorway should therefore be at least 82 cm wide.
- If the display is located on a floor, this floor needs to be accessible by an elevator that can contain our service elevator.

Exchanging or taking a display

- If a display is exchanged or taken for service, the conditions should be such that it can be transported by elevator or rolling.
- If the display can not be serviced or transported according to the criteria as set out above, the client and/or dealer needs to ensure that this is feasible according to the above conditions.
- If a 70 inch display or larger is to be lifted up to a maximum distance of 2 metres, then 2 additional people should be present for assistance.
- The service technician reserves the right not to grant the service in dangerous situations.

Service contact points

The central service point for CTOUCH Europe is Selectro Services Group. Additionally CTOUCH offers local service centers.

BeNeLux	Selectro Service Group	+31-026-3233162
England, Scotland, Ireland	TADL Assist	+44-0845-3708668
France	FVS	+33-0160-625846
Finland	Visual Service Finland Oy's	+35-850-5913874
Germany, Austria, Switzerland	Selectro Service Group	+31-026-3233162
Sweden, Denmark	Selectro Service Group	+31-026-3233162
Spain, Portugal	Groupvision	+34-091-5357764
Poland	ViDiS	+48-081-8884606
Italy	Selectro Service Group	+31-026-3233162
Norway	Selectro Service Group	+31-026-3233162
VAE	Granteq Distribution	+971-4346-4646