

## Warranty CTOUCH Europe B.V.

Warranty details for Western Europe region A:  
NL, B, UK, DE, AT, CH, FR, DK, NO, SE, FI

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**5 years onsite + 2 years parts:**  
Laser air+

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### Warranty terms:

The warranty is valid from the 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 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.

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

The guarantee of CTOUCH Europe B.V. (hereinafter CTOUCH Europe) covers manufacturing related defects and parts in and on the display. For products with an end user purchase date before April 1st 2017 the LCD panel is excluded in year 4, 5, 6 and 7 of the warranty period. In case the end user purchase date is after April 1st 2017 the LCD panel is excluded in year 6 and 7 of the warranty period.

If requested the original invoice (invoice, docket or receipt) with the purchase date, the name of the reseller and the model (type) and production (serial) number of the display must be provided.

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 network of authorized service centers and thus vouches for the professional and prompt service to its customers. All repairs will be carried out on site by appointment. If due of the technical nature of the defect, a repair cannot be carried out on site, a comparable replacement display will be made available for the duration of the repair in our service center.

The warranty provisions contained herein are in effect for the European market. Service response times may vary by country.

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.

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.

CTOUCH offers a 7 years warranty on this product valid from the date of delivery to the customer. CTOUCH is offering a warranty upgrade package.

If you have any questions regarding your warranty please contact your local dealer/distributor or you can email: [info@ctouch.eu](mailto:info@ctouch.eu).

## CTOUCH-points:

Netherlands	CTOUCH Customer Care Center	+31 (0)40 261 8319
Belgium, Luxemburg	CTOUCH Customer Care Center	+31 (0)40 261 8319
England, Scotland, Ireland	CTOUCH Customer Care Center	+44 (0)845 370 8668
France	FVS	+33 (0)160 625 846
Finland	Electro Waves Oy	+358 (0)20 1200 100
Germany	CTOUCH Customer Care Center	+31 (0)40 261 8319
Austria	CTOUCH Customer Care Center	+31 (0)40 261 8319
Switzerland	Novis	+41 (0)900 852 580
Sweden, Denmark	CTOUCH Customer Care Center	+31 (0)40 261 8319
Spain, Portugal	Groupvision	+34 (0)91 5357 764
Poland	CTOUCH Customer Care Center	+31 (0)40 261 8319
Italy	CTOUCH Customer Care Center	+31 (0)40 261 8319
Norway	CTOUCH Customer Care Center	+31 (0)40 261 8319
Hungary	LSK Hungária Kft.	+36 (0)1 421 5490
UAE	Granteq Distribution	+971 (0)4346 4646