

Eiki Master Warranty Plan



To: Dealers / Customers

Valid 1st Jan 2015

Eiki Industrial Co. Ltd [4-12 Banzai-cho, Kita-Ku, Osaka, Japan] ("Eiki") warrants to the purchaser of this Product that this Eiki Projector will be free from defect in material and workmanship under normal operating conditions* for a maximum of 5 years subject to overall life limit of 4000 hrs. Within first three (3) years overall working life is available up to 6000hrs depending on model.

Models Covered and warranty Terms

Category	Model name	Integral parts other than Lamp		Original Lamp 100% coverage	
		ownership of projector	Usage Hours	ownership of projector	Usage Hours
Large (4 Lamps)	LC-HDT2000	5Y	6000 H	4Y	2000 H
	LC-XT6	5Y	6000 H	4Y	2000 H
	LC-XT5/A	5Y	6000 H	4Y	2000 H
Large (2 Lamps)	LC-HDT1000	5Y	6000 H	4Y	2000 H
	LC-X800/A	5Y	6000 H	4Y	2000 H
	EIP-UJT100	5Y	6000 H	4Y	2000 H
	EK-800U	5Y	6000 H	4Y	1500 H
	EIP-UHS100	5Y	6000 H	4Y	2000 H
	EIP-XHS100	5Y	6000 H	4Y	2000 H
	EIP-HDT30	5Y	6000 H	4Y	2000 H
	EIP-HDT20	5Y	6000 H	4Y	2000 H
	EIP-SXG20	5Y	6000 H	4Y	2000 H
	EIP-WX5000	5Y	6000 H	4Y	2000 H
	EIP-5000	5Y	6000 H	4Y	2000 H
Middle	LC-HDT700	5Y	6000 H	4Y	2000 H
	LC-X85	5Y	6000 H	4Y	2000 H
	LC-X80	5Y	6000 H	4Y	2000 H
	EK-501W/WL	5Y	6000 H	4Y	2000 H
	EK-502X/XL	5Y	6000 H	4Y	2000 H
	LC-WXN200/L	5Y	6000 H	4Y	3000 H
	LC-XN200/L	5Y	6000 H	4Y	3000 H
	LC-XL100/L/A/AL	5Y	6000 H	4Y	2000 H
	LC-XL200/L/A/AL	5Y	6000 H	4Y	2000 H
	LC-WXL200/L/A/AL	5Y	6000 H	4Y	2000 H
	LC-WUL100/L/A/AL	5Y	6000 H	4Y	2000 H
	LC-XGC500/L/A/AL	5Y	6000 H	4Y	2000 H
	LC-WGC500/L/A/AL	5Y	6000 H	4Y	2000 H
Small	LC-XBS500	5Y	6000 H	4Y	3000 H
	LC-WBS500	5Y	6000 H	4Y	3000 H
	LC-XNB4000N	5Y	6000 H	4Y	3000 H
	LC-XNB3500N	5Y	6000 H	4Y	2000 H

	LC-WNB3000N	5Y	6000 H	4Y	2000 H
	LC-XNP4000	5Y	6000 H	4Y	2500 H
	LC-XDP3500	5Y	6000 H	4Y	2000 H
	LC-XB43/N	5Y	6000 H	4Y	2000 H
	LC-WB42N/NA	5Y	6000 H	4Y	2000 H
	LC-XB250/A	5Y	6000 H	4Y	3000 H
	LC-XB200/A	5Y	6000 H	4Y	2000 H
	LC-XB100/A	5Y	6000 H	4Y	2000 H
	LC-WB200/A	5Y	6000 H	4Y	3000 H
	LC-WB100/A	5Y	6000 H	4Y	2000 H
	LC-XNS2600/3100	5Y	6000 H	4Y	4000 H
	LC-WNS3000	5Y	6000 H	4Y	4000 H
	LC-XBM21/26/31	5Y	6000 H	4Y	4000 H
	LC-XBL21/26	5Y	6000 H	4Y	4000 H
	LC-XBL20/25/30	5Y	6000 H	4Y	2000 H
	LC-XS30	5Y	6000 H	4Y	1500 H
	LC-XS31	5Y	6000 H	4Y	2000 H
	LC-XS25	5Y	6000 H	4Y	1500 H
	LC-XS25A	5Y	6000 H	4Y	2000 H
	EK-400X	5Y	6000 H	4Y	2500 H
	EK-401W	5Y	6000 H	4Y	2500 H
	EK-402U	5Y	6000 H	4Y	2500 H
	EIP-X5500	5Y	6000 H	4Y	2500 H
	EIP-W4600	5Y	6000 H	4Y	2500 H
	EIP-U4700	5Y	6000 H	4Y	2500 H
Short Throw	LC-WS250/A	5Y	6000 H	4Y	2000 H
	LC-WAU200/210	5Y	6000 H	4Y	3000 H
	LC-XAU200/210	5Y	6000 H	4Y	3000 H
	LC-WSP3000	5Y	6000 H	4Y	2500 H
	LC-WIP3000	5Y	6000 H	4Y	2500 H
	LC-XSP2600	5Y	6000 H	4Y	4000 H
	LC-XIP2610	5Y	6000 H	4Y	4000 H
	LC-XIP2600	5Y	6000 H	4Y	2000 H
	EIP-WSS3100	5Y	6000 H	4Y	2000 H

If your model does not appear on this list please contact us for details.

Procedures on how to obtain the above services

To organise your warranty claim simply call our AVM office line number 01276 418033. Please have to hand your model number, purchase date, serial number, registration document and a detailed fault description.

Our qualified engineers will determine if your product meets our conditions for the supply of an exchange projector and will arrange a convenient time for our engineer to visit you to replace the projector if you qualify for De-installation warranty.

Additional support services such as loan exchange (subject to availability) or De/Re Installation will be offered if requested for all projectors under the following categories.

Categories	Service	Period	Thereafter Years 4 & 5
Large	Loan Exchange	3yr	Return to Base
Middle	Loan Exchange	3yr	Return to Base
Small	De/Re Installation	3yr	Return to Base
Short Throw	De/Re Installation	3yr	Return to Base

Our terms and Conditions

1. Eiki Industrial Co. Ltd warrants its range of projectors to be free from defects. In the unlikely event that a defect in materials or workmanship is encountered by the Original End user in normal use* during the first three (3) years of ownership Eiki Industrial Co. Ltd will remedy the defect at no cost to you. AVM acts on Eiki's behalf in respect of these terms in the UK.

For projectors being run outside of normal use policy, warranty is ended after max hours detailed in lookup table.

*Normal use is described as Max Usage / 3 years / 52 weeks / 5 days = Max Daily Usage Limit.

For low usage projectors, Eiki will automatically continue your projector warranty for years 4 and 5 as long as projector life is remains within 4000 hrs.

2. Models covered by De-installation warranty will be exchanged with similar age of projector and lamps transferred.
3. For customers with De-installation warranty, our engineers will work to a maximum height of 10ft. If the projector is installed in a higher position it is the responsibility of the dealer/customer to make available the projector.
4. DOA policy is strictly 14 days from invoice. Projectors that fail within this period will be replaced with a new model including lamp failures.
5. Lamp failures are covered as per above usage table. Suspect lamps must be returned to Eiki Lamp Claims, AVM Ltd, Unit 4, J4 Estate, 15 Doman Rd, Camberley, GU15 3LB. Please include a copy of your registration document in order for us to return the new lamp to you. Please allow max of 10 working days to complete process. On occasions where a De-installation warranty is in place our engineers will replace the lamp for you.
6. Replacement lamps supplied through AVM will be warrantied for 6 months or 500 hrs whichever comes first. Lamps sourced through other channels are not covered by AVM.
7. UK Mainland calls received before 15:00hr will be a next day service subject to product availability. An additional day may be required for Scotland.
8. Accessories such as remote controls and cables supplied by Eiki will be covered by 30 day warranty and will be repaired or replaced at the discretion of AVM Ltd.
9. AVM reserve the right to exchange your projector in the event of a failure with an alternative model should the original be unavailable at time of failure. The replacement projector will be at minimum same specification or better. Customers will be fully advised of their options prior to any exchanges. AVM are not responsible for any costs for replacement mounting brackets should original design be discontinued.
10. Loan replacements are subject to availability, no guarantee can be made for like for like replacement.
11. Projectors under De/Re Warranty may be offered alternative model of similar specification if stock is exhausted.

Guarantee Exclusions

1. The warranty is void in the event of accident, shipping damage, misuse, abuse, tampering, overheating, and failure to adhere to manufacturer maintenance guidance.
2. Warranty claims caused by the effects of fitting a lamp from a non AVM sourced lamp reseller, including colour matching, poor brightness and premature lamp failure will be fully chargeable.
3. Polariser failures are not covered in years 4 and 5. Polarised components are classed as consumables and are subject to wear and tear.
4. Dust contamination, including the presence of tobacco tar and oil contaminants are not covered by this warranty. End users should contact their dealers for a price to repair the projector. Failure to provide cool and clean air to the projector or to keep the air intake filters clean is the most common cause of projector failure and neither, nor are their consequences warrantable.
5. Any act of God, fire, flood, war, act of violence or any similar occurrence; any fault in the attachments or associated products or components (whether or not supplied by AVM or its agents) which do not form part of the Product covered by this Guarantee.
6. Carry cases, batteries if supplied.
7. LCD Panels exhibiting panel burn caused by continuous display of same signal over long periods of time.
8. Pixel failure of LCD and DMD panels if within manufacturers specification
9. Damages caused to the projector casing, optics, electronics and lens as a result of shipping back to AVM for repair without adequate packaging.

Statutory rights are not affected by this warranty.