

*Thank you* for purchasing AR Visual Pte Ltd (ARV)'s Product. ARV hereby warrants that the Product purchased shall be free from defects in materials and/or workmanship in accordance with and subject to compliance with the warranty terms and conditions stated below.

**This warranty is applicable only to ARV distributed range of products' as follow, unless otherwise stated:**

- **COMM** AV products and peripherals
- **ELMO** products and peripherals
- **OPTOMA** products and peripherals
- **i3** products and peripherals

#### A) Warranty Terms and Conditions

- 1) ARV warrants its products distributed and/or sold shall be free from defects in materials or manufacturing workmanship under normal use during the warranty period.
- 2) If a product proves to be defective in material or workmanship within its warranty period, ARV, at its sole discretion, will repair or replace defective parts with new parts or equivalent serviceable or refurbished parts or components.
- 3) **Local Warranty - Applicable for ELMO, OPTOMA, i3 products and peripherals ONLY**; provided the product is purchased from an authorized ARV Dealer/Reseller in Singapore.
- 4) **Local and International Warranty - Applicable for COMM products and peripherals ONLY**; provided the product is purchased from an authorized ARV Dealer/Reseller.
- 5) For both local and international warranty, those products that required services are to be returned to Service Centre at customer's own expenses unless otherwise stated.
- 6) For locations outside Main Island of Singapore, customer will have to bear the charges e.g. Service/transport/ purchase, as agreed and set forth, before returning the products to ARV for repairs.
- 7) This Exclusive Warranty is only for the benefit of the product's owners and/or customer and is non-transferable.

#### B) Warranty Period & Validity

- 1) **The warranty period for products differs for the different products' brands/models. Please check with your sales in charge and/or our sales quotations for the warranty period.**
- 2) Warranty period will commence from the date of purchase indicated on their Proof of original purchase receipt and/or invoice, where purchases must be made from an authorized dealer/reseller.
- 3) Warranty card with valid model/serial number and/or Proof of original purchase must be produced at the time of service or upon request, for verification purposes.
- 4) If customer cannot present the Proof of original purchase upon servicing, the warranty coverage period shall be based on the product's manufacturing date instead of purchase date. Otherwise, service rendered or parts replaced will be chargeable at our prevailing service rate.
- 5) If the serial number on the product has been defaced, the warranty will be considered invalid. Service rendered or parts replaced will be chargeable at our prevailing service rate.
- 6) **Claims for any missing parts and/or accessories for Product must be made within 7 days of the purchase. Thereafter, no claims will be entertained.**

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### C) Warranty Coverage & Procedures

- 1) Warranty repairs must be carried out by Authorized Service Centers. No re-imburement will be made for repairs carried out by non-Authorized Service Centers; and, any such repair work and damage to the products caused by such repair work will not be covered by this warranty.
- 2) [For any products' failure within 7 days](#) from purchase date with the proof of original receipt or invoice, a replacement will only be provided if the Product proves to be a faulty set after verifications by ARV's engineers. Under such circumstances, Product must be in full packaging & without any physical damage on the Product. If the sent in unit is NFF (No Fault(s) Found), ARV reserves the rights to return the original unit to the customer.
- 3) [For any Accessories and/or Parts failure within 7 days](#) from purchase date with the proof of original receipt or invoice, a replacement will only be provided if the accessories and/or parts prove to be faulty after verifications by ARV's engineers. NO REFUND, NO RETURNS on accessories and/or parts.
- 4) In the event that warranty service is required, you must contact our Authorized Service Centre during office hours; our customer service officer will advise you regarding the return of the product in the case of **carry-in warranty**, or arrangement for an **on-site service warranty**.
  - a) **Carry-in Warranty:** Customer is requested to carry in individually to ARV Service Centre for the Local Warranty's Product.
  - b) **On-site Service Warranty:** This is available with respect to the product covered by ARV Singapore's and valid for locations within Singapore Main Island. On-site pick up service must be scheduled within office hours (10am to 5 pm). End users are required to pay for the extra transportation charge at prevailing price on request of service for non-working hours, subject to the approval and acknowledgment of ARV personnel.

Please note that for **On-site Service Warranty** on collection and/or delivery of repaired products, we will not cover or be responsible for the mounting and dismounting of any products. Customers are reminded that for on-site or carry-in repairs, ARV is not obligated and required to provide the necessary equipment to gain access to the projector in cases where it is ceiling mounted; stationed at a location where the height exceeds 1.8 meters.

Should mounting and dismounting services are required by ARV for Customers' mounted projectors, additional service fees will be chargeable, and fees may differs from site to site, depending on site conditions

- 5) **For International warranty**, the owner of the products should contact ARV and our customer service officer will authorize the exchange or repair of the defective item. Products must be shipped in the original or comparable packaging with shipping and insurance charges **PREPAID** to the Authorized service centre. **PREPAID** Shipping charges will include the charges to send the products to ARV and the return of the products back to the owner. The product must be accompanied with :-
  - Your details (name, address, telephone)
  - Products Failure reasons (brief description)
  - Copy of the proof of purchase
- 6) All other external accessories, examples: bags, cables, remote controls, user manuals **SHOULD NOT** be included with the returned product when send in for servicing.

However, unless requested by the customers for us to test the product together with their accessories or they want us to keep it and collect together later on, then we will accept and we will indicate it in our Service Request Form (SRF) upon receiving of the set. (This is to prevent unnecessary confusions)

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- 7) Labour, servicing charges and transportation charges may be imposed if fault does not lie with the product unit, such as failure to plug in power supply, failure to send computer signal to projector, failure to select the correct input, loose connections etc.

#### D) Warranty Exclusions

1) The warranty will be rendered **NULL and VOID** in the event of the following clauses:

- a. Products/Parts are tampered, modified, altered, or repaired by unauthorized personnel(s), or unauthorized upgrading of firmware / software; Inclusive of resetting of lamp hours by end users
- b. Damage while in transit, transportation, delivery and incidental costs incurred in fulfillment of this warranty, including transport damage to the repair center due to improper packaging etc.
- c. Damages resulting from corrosion, rusting, stains, immerse in liquid, hard knocks or excessive force, using volatile fluids when cleaning it, smoke, dust, chemical/oil contamination, moist, drink spillage, insect or fungus.
- d. Defects, damages, deterioration or malfunctions arising from accident, abuse, neglect, mishandling, accident flood, Acts of God, Acts of Government, war, strikes, lockout, fire, explosion, Public Disturbances, electrical power fluctuations or failure, batteries leakage or exhausted batteries or any other cause beyond the control of ARV.
- e. The warranty seal, serial / model number, or any identification label is not intact or is defaced, altered, modified, obscured or removed on/ from the product.
- f. Defects from consequential damage by negligence and/or abuse, Usage not in accordance with the operating instruction / owner's manual; including the failure to use this product for its normal purposes, Improper maintenance or incorrect installation and/or removal / dismantling of mounted products and/or any other causes which does not relate to a product defect.
- g. Damages resulting from improper environment, lack of proper ventilation, ventilation outlet blockage, clogged air filter and poorly designed projector enclosure/room.
- h. The use of parts or peripherals not manufactured and/or supplied and/or distributed by ARV or not meeting ARV's specifications.

Under the above circumstances stated, ARV reserves the right not to undertake or proceed with the repairs of the defective products, unless customers are willing to pay for the servicing charges and/or parts charges etc.

#### E) Service Conditions & Procedures

- 1) ARV reserves the right not to carry out any service and/or repair if satisfactory proof of purchase cannot be provided or damage to the projector as a result of improper use.
- 2) Diagnosis is generated based on our engineers and/or technicians 'after-diagnosis' conjectures. Actual cause for product failures may be due to other undetermined factors and/or improper usage conditions etc. ARV takes no responsibility of the actual cause of product failures, except to provide our proficient diagnosis' pointers and advices.
- 3) Diagnosis and servicing are limited to the specific products covered by this warranty. Service for malfunctions and failures resulting from other products are subject to Time and Material Charges at ARV's prevailing commercial rates. *All prices quoted are subject to prevailing GST (Goods and Service Tax) rate in Singapore.*

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4) If the required part(s) and/or component(s) is/are not available due to unforeseen circumstances and/or reasons such as import restriction, delayed shipment, lack of stock etc.; in no event shall ARV be responsible for any liability of direct, indirect, special, incidental or consequential loss or damage of any kind occurred or suffered by the customer or any other party.

5) **PAYMENT**

Cash or Cheque upon delivery or collection of repaired set

*All prices quoted are subject to prevailing GST (Goods and Service Tax) rate in Singapore.*

All cheques should be crossed and made payable to **AR VISUAL PTE LTD.**

6) **WARRANTY FOR REPAIRED PRODUCT(S)**

The repaired or replaced product under warranty shall be subject to the balance validity of the original Warranty period to the product. The repaired or replaced parts shall be subject to one (1) month warranty from the date of delivery / collection to and/or by the customer in the event that the original warranty has expired.

- **For COMM / ELMO / OPTOMA / i3** : One (1) Month warranty on serviced parts (replaced and/or repaired) from date of collection/delivery to customers only.
- **For other product**: Warranty terms are subjective to the different diagnosis and/or service repairs done for different products

7) **ACKNOWLEDGEMENT POLICY**

Basing on engineers and/or technicians 'after-diagnosis' conjectures, customers will have to revert with their acknowledgement within One (1) Month from the date of our Service Request Form, on whether to proceed with the service jobs

If no acknowledgements are specified after the One (1) Month, ARV reserves the rights to dispose the equipment without prior notifications to the customers.

8) **UNCLAIMED POLICY**

Should the equipment is not claimed or collected within 8 weeks from the stated date on the service request form, ARV reserves the rights to dispose the equipment without prior notifications to the customers.

9) **DISCREPANCY**

For any discrepancies, customers shall undertake to notify us within 7 days from date of collection. Product shall be checked at time of collection/delivery too. Thereafter, ARV accepts no responsibilities for any discrepancies.

10) **OTHERS**

- ii) Amount quoted is an estimation of the extent of the repair based on initial diagnosis. Note that should there be other defective parts detected, all charges shall be borne by customers.
- iii) Diagnostic Fees will still be chargeable should customers decide not to proceed with the repairs.

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## F) Limitation of Liability

ARV's sole liability under this warranty shall be limited to the costs of the repairs and/or replacement of the product.

Except for the warranties obligations specifically set forth in this statement; in no event shall ARV be liable, whether based on contract, tort, or any other legal theory;

- Any liability of direct, indirect, special, incidental or consequential loss or damage of any kind occurred or suffered by the customer or any other party
- Any loss of business, profits, revenue, data, usage or damages, resulting from or in connection with the use, improper functioning or performance of the product or accessories regardless of the cause.
- Any claims against the customer by any other party

ARV disclaims all other warranty, Express or Implied, which extend beyond the description contained herein, including the implied warranty of merchantability and/or fitness for a particular purpose.

## G) Service Contacts

### AR Visual Pte Ltd

Service Location : 51 Bukit Batok Crescent, Unity Centre, #03-01, Singapore 658077  
Service Tel : 6222 5880  
Service Fax : 6222 5228  
Service Email : [admin@arvisual.com.sg](mailto:admin@arvisual.com.sg)

**Service Centre Operating Hours:**  
9.00am to 5.30pm (Monday to Friday)

*Last updated as at 27-March-2015*

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