



Absen Europe Absencare Lifetime Limited Warranty

This warranty policy applies to the DvLED display products (hereinafter referred to as "Products") in this warranty and purchased directly from Absen or the Absen authorized distributor.

▶ Lifetime Limited Warranty:

Absen warrants to the original registered end user customer who purchases new Absen Products covered by this Warranty from Absen or its authorized dealer or distributor ("Customer") that, commencing from the date of Absen's initial shipment of the Product.

▶ Duration of the Lifetime Limited Warranty:

The duration of the product under this warranty is up to 5 years after the End-of-Life (being discontinued in the market).

▶ Product series under this Lifetime Limited Warranty:

Acclaim (A27) V3 and NX series.

▶ Product series table:

| Products | Warranty criteria |
|----------|--|
| A27 V3 | <p>The products include: A27 V3 series products manufactured and purchased from Absen, accessories, modules, and spare parts (including but not limited to Power Supply, Receive Card, HUB board)</p> <p>Excluding: Any customized parts or workmanship for the products.</p> |
| NX | <p>The products include: NX series products manufactured and purchased from Absen, accessories, modules, and spare parts (including but not limited to Power Supply, Receive Card, HUB board)</p> <p>Excluding: Any customized parts or workmanship for the products.</p> |

► Scope of of the Lifetime Limited Warranty:

Remote technical support, RMA repair/replacement, and on-site troubleshooting (if necessary).

| Troubleshooting levels | Standard | Service |
|------------------------|--|-----------------------------------|
| Level 1 Failure | Basic software issues Screen Configuration, Firmware upgrade, Remote Troubleshooting for basic issues. | Absen Online Technical Support |
| Level 2 Failure | Minor Physical Hardware Repairs: Module, Power supply, Receiving Card, HUB Board Replacements Data cables, Power Cables Replacements | RMA Service |
| Level 3 failure | Abnormal pixel or parts failures. Parts failure (modules/power supply/cards) exceeds 10% of the entire order | On-site Service |

Customer's sole and exclusive remedy under this limited warranty will be, at Absen's determination, repair or replacement of any component part or Product according to the process described in this warranty.

Replacement parts or Product may be new or refurbished. If repair or replacement is determined by Absen to be commercially unviable,, Absen will refund a prorated share of the price according to the original purchase. The prorated refund will be calculated based on the remaining value of the warranted period of the Product and the price at which Absen sold the Product.

► Repair and replacement Process

Customer needs to follow the Absen RMA process.

► Exclusion from Warranty Coverage

The Limited Warranty provided by Absen does not impose any duty or liability upon Absen for:

- Any damage occurring, at any time, during shipment of Products, unless otherwise agreed in the Agreement or Quotes.
- Normal wear and tear and natural aging of parts, including LED lamps, connecting devices, shaders, sockets, etc.

- Natural reduction in brightness, color under normal operation and/or partial LED pixel degradation.
- Slight difference in brightness and color without compromising product functionality.
- Any damage caused, in whole or in part, by misuse, improper operation, tampering, improper installation, adjustment, repair, or service of the Products by anyone other than personnel of Absen or its authorized repair agents.
- Damages caused by the failure to provide a continuously suitable environment, including without limitation: (i) a failure or sudden surge of electrical power, extreme or excessive power surges, improper power connections, or failure to keep stable and proper voltage conditions; (ii) improper air conditioning or humidity control; (iii) other environmental conditions outside of the Products' technical specifications such as extreme temperatures, corrosives and metallic pollutants; (iv) any accident, including without limitation fire, flood, earthquake, wind, lightning, war, pandemic, terrorist activities, civil disturbance or any other cause beyond Absen's control; (v) improper storage; or (vi) any other cause other than ordinary use.
- "Burn In" caused by anyone other than personnel of Absen or its authorized repair agents playing continuous static (non-moving, non-motion) images.
- Any statements made about the Products by any salesperson, dealer, distributor or agent, unless such statements are in a written document signed by an officer of Absen. Such statements not included in a signed writing do not constitute warranties, shall not be relied upon by Buyer and are not part of the Agreement and Limited Warranty TC.

► **Absen Contact Information:**

| Region | Technical Support Information |
|-----------------------|---|
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For additional information or recent Absen product information, please visit www.absen-europe.com or contact the Absen team.

▶ Exclusion of the other guarantees

ABSEN PROVIDES NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, EXCEPT THOSE EXPRESSLY PROVIDED IN THIS DOCUMENT. ABSEN EXPRESSLY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES AND CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS OF TITLE, NONINFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE

▶ Limitation of Liability

ABSEN WILL NOT BE LIABLE TO CUSTOMER FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES ARISING OUT OF OR RELATED TO THIS WARRANTY, EVEN IF CUSTOMER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND REGARDLESS OF THE CAUSE OF ACTION ASSERTED.

Absen guarantees that under normal and wear conditions, we will provide the warranty services such as repair, replacement, or return during the warranty period. "Normal Use and Wear Conditions" means that the installation, use, maintenance, storage, and transportation of the product meet the requirements of the user's instructions and for reasonable intended purposes. "Impact normal use" means that the product fails to achieve the functions described by its standard performance parameters. We do not charge you for warranty services except as previously stated or agreed. The above is all our warranties concerning the quality and services of the products, without other express or implied guarantees. If the Distributor or any other third party has additional commitments to you, you should request those third parties to perform those commitments without any liability on Absen's part.

This warranty is applicable for covered products ordered from Absen Inc. After 1st Jan 2023

Absencare lifetime limited

Date June 12th, 2023