



# Absencare Lifetime Limited Extended Warranty

This warranty policy is optional to purchase and applies to the DvLED display products (hereinafter referred to as "Products") purchased directly from Absen Inc. (hereinafter referred to as "Absen") or the Absen authorized dealer or distributor.

## ► Lifetime Limited Extended Warranty:

Absen warrants to the original registered end user who purchased new Absen Products covered by this warranty from Absen or its authorized dealer or distributor commencing from the date of Absen's initial shipment of the Product.

## ► Duration of the Lifetime Limited Extended Warranty:

The duration of the product under this warranty is up to 5 years after the End-of-Life (EOL) (defined as being discontinued from sale in the US) .

## ► Product series under this Lifetime Limited Extended Warranty:

NX, KLCOB, Absen X Series.

## ► Product series table:

Products	Warranty criteria
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, LED controller)</p> <p><b>Excluding: Any customized parts or workmanship for the products.</b></p>
KLCOB	<p>The products include: KLCOB series products manufactured and purchased from Absen, accessories, modules, and spare parts (including but not limited to Power Supply, Receive Card, HUB board, LED controller)</p> <p><b>Excluding: Any customized parts or workmanship for the products.</b></p>
Absen X	<p>The products include: Absenicon X series products manufactured and purchased from Absen, accessories, modules, and spare parts (including but not limited to Power Supply, Receive Card, HUB board, LED controller)</p> <p><b>Excluding: Any customized parts or workmanship for the products.</b></p>

## ► Scope of the Lifetime Limited Extended Warranty:

Remote technical support, RMA repair/replacement, and on-site troubleshooting (if necessary as determined by Absen technical service).

Troubleshooting levels	Warranty criteria	Service
Level 1 Failure	Basic software issues. Screen configuration, firmware upgrade, and 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	RMA Service
Level 3 failure	Abnormal pixel or part failures. Part failure (modules/power supply/cards) exceeds 10% of the entire order	On-site Service

During the Warranty Period, the customer's sole and exclusive remedy shall be, at Absen's determination, repair or replacement of defective component part or product according to the process described in this warranty. Replacement parts or products may be new or refurbished. If repair or replacement is determined by Absen to be commercially unviable, Absen may elect to refund a prorated share of the price according to the original purchase by issue credit memo. The prorated share will be calculated by Absen based on the remaining value of the warranted period of the product and the price at net purchase/order amount which is the contract order amount excluding the price of products returned to Absen, any freight, insurance, installation fee, tariff or duties, taxes, and other fees and charges. The credit memo can be only used to purchase Absen products or services and will not be returned in any form of cash.

## ► Repair and replacement Process

The customer is required to follow the Absen RMA process as outlined on the [usabsen.com](http://usabsen.com) website.

## ► 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 the 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 the buyer and are not part of the Agreement and Limited Warranty TC.

## ► Absen Contact Information:

Region	Technical Support Information
Shenzhen Headquarters	Tel.: + 86 400 700 3278 Email: service@absen.com
Europe	Tel.: + 004 9614 2789 35 Email: service.eu@absen.com
North America	Tel.: + 001 866 872 2736 Email: tech.support@usabsen.com

For additional information or recent Absen product information, please visit [www.usabsen.com](http://www.usabsen.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, NON-INFRINGEMENT, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE.

## ► Limitation of Liability

ABSEN WILL NOT BE LIABLE TO THE CUSTOMER FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES ARISING OUT OF OR RELATED TO THIS WARRANTY, EVEN IF THE 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 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 reasonably intended purposes. "Impact normal use" means that the product fails to achieve the functions described by its standard performance parameters. There will be no charge for warranty services except as previously stated or agreed. This document represents our full warranty concerning the quality and services of the products, without other express or implied guarantees. Any other distributor, agent, or 3rd party warranty, express, implied, or otherwise is not within the prevue of this document and is by and between the purchaser and the contracting agent.

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

Absencare lifetime limited extended warranty