



## **Terms of Warranty**

Effective January 17, 2008

**The Double Black Imaging (DBI) warranty covers 3 distinct modules of the Display System; the LCD, Graphic Controller and Calibration Software.**

### **LCD:**

The M and P Series LCD products are warranted by DBI and WIDE for a period of 5 years from date of purchase (shipment date) against defects in material and workmanship under normal use and operation. DBI's obligation is to replace or repair any item of equipment with any defect warranted against, provided the product is returned to DBI with a valid defect during the warranty period.

The 5 year warranty includes all LCD electronics, the power supply, backlights, and panel. The warranty is not limited by hours of use. LCD defects exceeding 10 (includes burned out pixels, partially burned out, blackened or full white pixels) are covered for 3 years from original date of shipment. Beyond 3 years, LCD defects are not included in the warranty. Image Retention or screen burn-in is covered for 1 year in all cases.

The LCD bonded protective panel is covered for 3 months against scratches (clearly seen from the normal 18" viewing distance), after 3 months, the replacement charge is \$600 per protective panel. The DBI warranty does not cover misuse or any physical damage to the LCD and/or Protective Panel. The LCDs are also serviced via our hot-swap program detailed below.

LCD products returned to DBI for service where there is no problem found (NPF) will incur a fee plus the cost of any replacement equipment that was shipped.

### **Graphic Controller:**

The RV Graphic Controllers are warranted by DBI for a period of 3 years from date of purchase (shipment date) against defects in material and workmanship under normal use and operation. All other brand graphic controllers (such as Nvidia or ATI) are warranted for a period of 3 years from the date of purchase (shipment date). DBI's obligation is to replace or repair any item of equipment with any defect warranted against, provided the product is returned to DBI with a valid defect during the warranty period.

The graphic controller warranty includes parts and labor of all electronics.

### **X-Cal Calibration Software:**

DBI's proprietary X-Cal Calibration is warranted by DBI for a period of 5 years from the date of purchase (shipment date). The warranty covers technical support for the warranty period. The warranty also includes free updates and upgrades during the warranty period.

### **Double Black Imaging offers the following service plan for warranty and out of warranty repairs:**

In warranty within 30 days

- Double Black Imaging will ship a new LCD or display controller overnight to arrive the next business day after issuing an RMA.
- Units returned with NPF will incur an inspection fee of \$300 plus the cost of any replacement equipment that was shipped.
- Shipping charges to and from DBI are paid by DBI.

In warranty more than 30 days

- Double Black Imaging will ship an LCD or display controller from our replacement stock overnight to arrive the next business day after issuing an RMA.
  - i. The replacement will be similar in age and cosmetics to the returned unit
  - ii. Unit will meet new specifications for electrical and image quality. The replacement unit may not meet Cosmetic specifications of a new unit.
- Units returned with NPF will incur an inspection fee of \$300 plus the cost of any replacement equipment that was shipped.
- Shipping is overnight, pre-paid by DBI to customer for the first 3 years, customer pays ground shipping back. After 3 years, the customer is responsible for all shipping charges to and from DBI.

Out of Warranty

- Customer will have the option to purchase a new or refurbished LCD and trade-in the defective LCD.
- DBI will ship LCD via customer's preferred shipper, non-warranty shipping charges paid by customer both to and from DBI.

### **Color Matching:**

In the event of a product problem that requires a replacement to be shipped out, DBI agrees to ship from our inventory warehouse an equivalent model or replacement model that most closely matches the defective product's original color temperature. This is to insure the closest possible color match when viewing LCDs in 2, 3 or 4 bank configurations. However, there is no guarantee the color match will be a perfect match to the other unit(s) color temperature in the bank as variables such as natural aging and color shift make matching a very difficult process.

## **Service Locations**

Double Black Imaging's service policy is to immediately exchange defective LCDs through a 24 hour hot-swap process rather than to have units returned for repair. This process significantly reduces customer downtime in the event of product failure. A replacement unit will be shipped from Double Black Imaging's headquarters in Colorado or our Minnesota office overnight for next business day delivery. Technical, product and customer support can be reached at (877) 852-2870. Our service locations are listed below with contact information.

### **Double Black Imaging Service Locations**

#### **Main – Colorado**

11005 Dover St. #500

Westminster, CO 80021

Contact: Customer Service

Phone: 877-852-2870

E-mail: [support@doubleblackimaging.com](mailto:support@doubleblackimaging.com)

Web: [www.doubleblackimaging.com](http://www.doubleblackimaging.com)

#### **Minnesota**

4246 Golfview Dr.

Jordan, MN55352

952-492-2399

Contact: Customer Service

E-mail: [support@doubleblackimaging.com](mailto:support@doubleblackimaging.com)

Web: [www.doubleblackimaging.com](http://www.doubleblackimaging.com)

### **Contacting DBI for Service**

24 hour telephone support and emergency contact service is available at (877) 852-2870.

In the case of equipment needing replacement, DBI ships overnight for next business day delivery.

All Sales and Customer support staff are equipped with both hand-held wireless data and cellular devices to improve response time and customer satisfaction.

## **Schematics, Service Information and/or Mechanical Drawings**

All DBI LCDs, Controllers and Calibration Software include user manuals and related documentation.

With regards to service manuals, etc., there are no serviceable parts in the LCD. Since most LCD repairs must be done in a clean room environment, the policy is to immediately exchange defective LCDs rather than to repair onsite. This process significantly reduces downtime in the event of product failure.