

# Warranty terms and conditions - Touchscreens

This document describes the warranty terms and conditions for Prowise touchscreen.

## 5-year standard warranty

Prowise B.V. provides high-quality, durable products. Therefore, we can offer up to eight (8)\* years warranty on our touchscreens. This warranty commences on the date of delivery. Make sure you always keep the invoice and the serial number at hand for when you want to make a claim on the warranty. In case you have an additional warranty package, please make sure to indicate this as well.

Should the touchscreen be malfunctioning, Prowise B.V. will resolve the issue or have the issue resolved, replace the touchscreen with a similar product, apply a reasonable price reduction or offer a different solution, without assuming liability.

If the touchscreen falls outside of the warranty period, Prowise B.V. charges for repairs, including the labour costs, a call-out fee and the material expenses. Prowise B.V. will indicate these costs beforehand. Visit <https://www.prowise.com/nl/contact/> to find our contact details.

\*The overview below indicates the warranty terms per touchscreen model type. Prowise B.V. applies a standard warranty term of five (5) years unless stated otherwise, commencing on the date of delivery:

Product	Product number	Standard warranty term	Optional warranty
Prowise Touchscreen One G2	PW.1.16065.0002 PW.1.16075.0002 PW.1.16086.0002	5 years	+2 or +3 years
Prowise Touchscreen Ten G2	PW.1.17065.0002 PW.1.17075.0002 PW.1.17086.0002	5 years	+2 or +3 years
Prowise Touchscreen Ten	PW.1.17055.*001 (*=0-9) PW.1.17065.*001 (*=0-9) PW.1.17075.*001 (*=0-9) PW.1.17086.*001 (*=0-9) PW.1.17098.1001	5 years	+2 or +3 years
Prowise Touchscreen One	PW.1.16065.1001 PW.1.16075.1001	5 years	+2 or +3 years

	PW.1.16086.1001		
Prowise Touchscreen G2	PW.1.15055.1001 PW.1.15065.1001 PW.1.15075.1001 PW.1.15086.1001	5 years	+2 or +3 years
Prowise Touchscreen	PW.1.15055.0001 PW.1.15065.0001 PW.1.15075.0001 PW.1.15086.0001	5 years	+2 or +3 years
ProLine+	PW.1.14065.0001 PW.1.14075.0001	7 years	
EntryLine G2	PW.1.13055.0002 PW.1.13065.0002 PW.1.13075.0002 PW.1.13086.0002	5 years	
ProLine	PW.1.12065.0001 PW.1.12075.0001 PW.1.12084.0001	5 years	
EntryLine	PW.1.13055.0001 PW.1.13065.0001 PW.1.13070.0001	5 years	
Classic line UHD	PW.1.11065.0006 PW.1.11084.0003	5 years	
Classic line HD	PW.1.11055.0005 PW.1.11070.0004	5 years	

### Dead On Arrival

Prowise B.V. applies a DOA (Dead On Arrival) period of ten (10) days after delivery/installation. In case the product be malfunctioning within this period, it is considered a DOA and will be replaced by a new screen free of charge. Prowise B.V. must be notified of the defect in writing within this period of ten (10) days after installation. Make sure you have the invoice, Proof of Installation (if applicable) and the serial number at hand if you want to make a claim on this warranty.

## OTA updates Prowise Central

For Prowise Touchscreens with the operating system Prowise Central, a policy applies for supporting OTA (over-the-air) updates during 5 years starting from the launching date of the relevant screen. These OTA updates can contain the following:

- updates of applications or the operating system
- security updates

- firmware updates for the device

Prowise touchscreens that have Prowise Central:

	Product numbers:	Automatic update support until:
Prowise Touchscreen Ten	<ul style="list-style-type: none"> <li>• PW.1.17055.*001 (*=0-9)</li> <li>• PW.1.17065.*001 (*=0-9)</li> <li>• PW.1.17075.*001 (*=0-9)</li> <li>• PW.1.17086.*001 (*=0-9)</li> </ul>	March 2026
Prowise Touchscreen One	<ul style="list-style-type: none"> <li>• PW.1.16065.1001</li> <li>• PW.1.16075.1001</li> <li>• PW.1.16086.1001</li> </ul>	March 2026
Prowise Touchscreen G2	<ul style="list-style-type: none"> <li>• PW.1.15055.1001</li> <li>• PW.1.15065.1001</li> <li>• PW.1.15075.1001</li> <li>• PW.1.15086.1001</li> </ul>	August 2024
Prowise Touchscreen	<ul style="list-style-type: none"> <li>• PW.1.15055.0001</li> <li>• PW.1.15065.0001</li> <li>• PW.1.15075.0001</li> <li>• PW.1.15086.0001</li> </ul>	November 2023
Prowise ProLine+	<ul style="list-style-type: none"> <li>• PW.1.14065.0001</li> <li>• PW.1.14075.0001</li> </ul>	August 2022
Prowise EntryLine UHD	<ul style="list-style-type: none"> <li>• PW.1.13055.0002</li> <li>• PW.1.13065.0002</li> <li>• PW.1.13075.0001</li> <li>• PW.1.13086.0001</li> </ul>	August 2022

The "Prowise OTA Update Policy" applies to the OTA updates and can be found on the website ([www.prowise.com](http://www.prowise.com)).

## Accessories warranty

Prowise B.V. offers a one-year (1) warranty on accessories, commencing on the date of delivery. Prowise B.V. considers the following products to be accessories:

- cables
- active pens and pen tips
- passive pens
- remote control
- WiFi antennas
- remaining products of Prowise B.V. including keyboards, mouse or camera

More information on the warranty on Prowise accessories can be found in the document 'Warranty terms and conditions - Touchscreen accessories'.

## Touchscreen use

The touchscreens are covered by the Prowise warranty for **5 years** starting from the moment of delivery after the purchase at Prowise or one of its accredited partners.

The Prowise touchscreens have been specially developed for digital communication and for the use, management and editing of electronic documents and multimedia content. Do not use the touchscreen for other purposes. If the accessories are used improperly, that is in any way other than described in the user manual and safety guide, the warranty lapses and Prowise B.V. will not bear any responsibility or liability in case of material damage and/or injury. Wear caused by normal use, including scratches, are not covered by the warranty.

## Warranty Limitations

Follow the instructions in the user manual and safety guide. Any use other than what it was intended for is considered improper and can lead to damage to the product, damage to property or physical injury. If the device is used improperly, the warranty lapses.

The warranty lapses in case defects or damage to the Prowise touchscreen or any of its parts is partly or in whole caused by:

- installation, use, modifications or repairs to the hardware and/or software, conducted by third parties that are not trained or authorised by Prowise B.V. to carry out these tasks. Always contact Prowise B.V. or an accredited partner when the product is malfunctioning.

- incorrect and careless use, or incompetency caused by non-compliance with the instructions in the user manual and safety guide.
- an environment where the touchscreen is regularly exposed to dust, heat, cold, moist, vapour or extreme temperatures or where flammable products and/or explosives are stored, a quick change in ambient conditions can occur or corrosion, oxidation, food or liquid spillage occurs or is affected by chemical agents. Read the safety instructions for more information.
- external forces, such as a natural disaster, damage caused by a lightning strike, fire, soot or water, vandalism, excessive accumulation of dust and/or induction, etc.
- usual wear and natural ageing, such as gradual degradation of the image quality, (disproportional) ageing of the screen, image persistence and/or pixel defects within the design or that do not affect the functioning of the screen.
- using external equipment that is not approved or supplied by Prowise B.V. Read the safety instructions for more information.
- damages incurred when returning the touchscreen to Prowise B.V. or an accredited partner that is due to insufficient or inadequate packaging or improper transportation of the product.

The warranty does not apply to customers in the following situations:

- Not notifying Prowise in writing within five (5) days after delivery of a defective product, in case it is a visible defect, or within five (5) days after discovering a defect in the product, in case it is a non-visible defect.
- The payment obligation has not been (fully) satisfied.
- No proof of purchase has been discussed.
- No Proof of Installation has been discussed (if applicable).
- The model, serial or product number of the touchscreen has been altered, erased, removed or otherwise been made unreadable.

Prowise B.V. is not liable for loss of data stored on the device. Make a back-up of your documents regularly to avoid data loss. Data conversion is not included in the warranty.

Warranties on software not developed by Prowise B.V., including the operating system and/or components, can be carried over to third-party manufacturers and do not fall under the warranties of Prowise B.V.

It is your responsibility to take all precautionary measures to avoid or limit damage at all times.

The original warranty term is not expanded due to repairs, replacement, reduction in price or any other solution offered by Prowise.

For remaining rules relevant to the warranty and repair of Prowise B.V. products, the reader is referred to the general conditions of delivery and sales of Prowise B.V.

