



## Warranty terms and conditions - Touchscreens

This document describes the warranty terms and conditions for Prowise\* Touchscreens.

### 5-year standard warranty

Prowise provides high-quality, durable products. Therefore, we can offer up to ten (10)\*\* 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 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 charges for repairs, including the labor costs, a call-out fee and the material expenses. Prowise will indicate these costs upfront. Visit our website for contact details.

\*\*The overview below indicates the warranty terms per Touchscreen model type. Prowise applies a minimum 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 Ultra G1	PW.1.18055.0001 PW.1.18065.0001 PW.1.18075.0001 PW.1.18086.0001	7 year	+1, +3 year or -2 year
Prowise Touchscreen Ten G3	PW.1.17065.0003 PW.1.17075.0003 PW.1.17086.0003 PW.1.17098.0003	7 year	+1, +3 year or -2 year
Prowise Touchscreen One G2	PW.1.16065.0002 PW.1.16075.0002 PW.1.16086.0002	7 year	+1, +3 year or -2 year
Prowise Touchscreen Ten G2	PW.1.17065.0002 PW.1.17075.0002 PW.1.17086.0002	7 year	+1, +3 year or -2 year
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 year	+2 or +3 year
Prowise Touchscreen One	PW.1.16065.1001 PW.1.16075.1001 PW.1.16086.1001	5 year	+2 or +3 year



Prowise Touchscreen G2	PW.1.15055.1001 PW.1.15065.1001 PW.1.15075.1001 PW.1.15086.1001	5 year	+2 or +3 year
Prowise Touchscreen	PW.1.15055.0001 PW.1.15065.0001 PW.1.15075.0001 PW.1.15086.0001	5 year	+2 or +3 year
ProLine +	PW.1.14065.0001 PW.1.14075.0001	7 year	
EntryLine G2	PW.1.13055.0002 PW.1.13065.0002 PW.1.13075.0002 PW.1.13086.0002	5 year	
ProLine	PW.1.12065.0001 PW.1.12075.0001 PW.1.12084.0001	5 year	
EntryLine	PW.1.13055.0001 PW.1.13065.0001 PW.1.13070.0001	5 year	

## Dead On Arrival

Prowise applies a DOA (Dead On Arrival) period of ten (10) days after delivery/installation. Should the Touchscreen malfunction within this period, it is considered a DOA and will be replaced by a new device free of charge. Prowise must be notified of the defect 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 under this warranty. Reports will only be processed if reported upon a timely and complete notification of the Prowise Service Department.

## Accessories warranty

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

- Cables, included in the Touchscreen package
- Active pens and pen tips
- Passive pens
- Remote control
- WiFi-antennas
- NFC-cards
- Prowise Keyboard and mouse
- Prowise Move-camera
- Remaining products of Prowise as camera's, dongles, etc.

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

## Use of Touchscreen

Touchscreens are covered by Prowise's warranty from the date of delivery for the duration of the standard or purchased warranty if the Touchscreens are purchased at Prowise or one of its accredited partners. Prowise sells only to business customers, Warranty can never be invoked by consumers. Except with the consent of Prowise, warranty can never be invoked by third parties who have obtained Touchscreens through a transfer or sale by

initial customers of Prowise. Our warranty does not cover damage caused by accidents or unauthorized modifications.

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 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 authorized by Prowise to carry out these tasks. Always contact Prowise 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.
- Vandalism or otherwise intentionally inflicted damage.
- An environment where the Touchscreen is regularly exposed to dust, heat, cold, moist, vapor 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.
- Continuous use of screens over more than 12 hours per day, unless specifically stated otherwise in the manual.
- External forces, such as a natural disaster, damage caused by a lightning strike, fire, soot or water, excessive accumulation of dust and/or induction, etc.
- Usual wear and natural aging, such as gradual degradation of the image quality, (disproportional) aging 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. Read the safety instructions for more information.
- Damages incurred when returning the Touchscreen to Prowise 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 ten (10) days after delivery of a defective product, in case it is a visible defect, or within ten (10) 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 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, including the operating system and/or components, can be carried over to third-party manufacturers and are not covered under the Prowise warranty. Service activities of Prowise resulting from the use of third party products and/or software are always at the expense and risk of the customer. E.g., issues resulting from a bad WIFI-signal, whether or not combined with Airplay/Chromecast.

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 products, we refer to the general conditions of delivery and sales of Prowise.

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*\* Where Prowise is mentioned in these Warranty Terms and Conditions, the relevant Prowise sales company is meant. Currently this is Prowise BV for the Netherlands, Prowise Belgium BV for Belgium and Prowise GmbH for Germany. If Prowise does not have a sales company in the customer's country, the Warranty Terms and Conditions of Prowise BV shall apply. The Dutch text always prevails above any other translations.*