

Vivitek USA Warranties

Learn about our warranty commitment and policy

Vivitek promotes its products of the highest quality and we back it up with our solid commitment by providing you an unbeatable warranty

Vivitek USA Warranties

Vivitek USA Corporation ("Vivitek") makes the following limited warranty to original consumers of its projectors sold in the United States.

What is covered: This warranty covers any defects in materials or workmanship in your Vivitek Projectors, with the exceptions stated below.

This warranty is valid only for Projectors purchased and used in the United States.

How long coverage lasts: This warranty runs for the periods stated below on the projectors and the installed lamp from the original date of purchase. AFTER THE EXPIRATION OF THE WARRANTY PERIOD, YOU WILL BE CHARGED FOR LABOR, PARTS, AND ALL SHIPPING COSTS ON ANY REPAIR SERVICES. Coverage is limited to first purchasers only and excludes if you sell or otherwise transfer the ownership of the Projector.

Product Line	Warranty Period
D8900 / D8800 / D8300	5 years Parts and Labor, 3 years Advanced Exchange
Dx68xx	5 years Parts and Labor, 3 years Advanced Exchange
DX6535/DW6035	5 years Parts and Labor, 3 years Advanced Exchange
D5190HD	5 years Parts and Labor, 3 years Advanced Exchange
D5380U	5 years Parts and Labor, 3 years Advanced Exchange
D968U / D963HD	5 years Parts and Labor, 3 years Advanced Exchange
D967WT	5 years Parts and Labor, 3 years Advanced Exchange
D7180HD	5 years Parts and Labor, 3 years Advanced Exchange

D865W	5 years Parts and Labor
DX881ST / DW882ST	5 years Parts and Labor
D859	5 years Parts and Labor
D853W	5 years Parts and Labor
D837	5 years Parts and Labor
DX813 / DW814	5 years Parts and Labor
D751 / D791ST	5 years Parts and Labor
DW755 Series / D795WT	5 years Parts and Labor
D758UST / D758USTWTIR	5 years Parts and Labor

D5010 / D5110	3 years Parts and Labor
D910 / D912	3 years Parts and Labor
D967-BK / D945VX	3 years Parts and Labor
D554 / D555 / D557W	3 years Parts and Labor

CEDIA Projectors	3 years Parts and Labor
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Qumi Q5 / Q7	2 years Parts and Labor
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NovoConnect / NovoPro Bundled (purchased with a Vivitek Projector)	Same Warranties as Vivitek projector
NovoConnect / NovoPro Un-Bundled (purchased for another manufacturer's display or projector)	3 years Parts and Labor

Educational SKU's have additional warranties. Please contact your Vivitek Representative or Reseller for information.

What Vivitek will do: Vivitek will repair any defect in, materials or workmanship in the projector or at its sole discretion will replace the defective Projector. During the warranty period, Vivitek will supply new or refurbished replacement parts in exchange for defective part and/or will report the defective Projector without charge to you for labor or parts.

What is not covered: Damage to the Projector that is caused by accident, misuse, abuse, negligence, alteration (including 3rd. party lamps), natural disaster, or unauthorized repair of the Projector is not covered by this warranty. In addition, this warranty does not cover damage due to: (1) improper or incorrectly performed installation, setup adjustments, operation, repair or maintenance; (2) power surges, connection to incorrect voltage, or combination with incompatible components or accessories; or (3) repairs performed by anyone other than a service facility specifically authorized by Vivitek. You are responsible for all freight costs associated with shipping the defective Projectors to Vivitek's Service Center. Also, consequential and incidental damages are not recoverable under the warranty.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

If the factory serial number does not appear on your Projector, this warranty will not apply.

How to get service: In order to be eligible for service under this warranty, you **MUST** be the original purchaser of a Vivitek Projector with the original factory serial number.

If, after following all instructions in the Projector's manual or discussed the problem with your Vivitek Reseller, please contact Vivitek Support at 1-855-VVK-BEST (1-855-885-2378 x3) or by email at Tservices1@vivitekcorp.com to verify that the problem is hardware related and subject to an Advanced Exchange or repair. You may also go to http://vivitekusa.com/contact_request.php

For Service Repair and Advanced Exchange (product dependent)

You will be asked to submit a sales receipt, invoice, provide serial number or other proof of purchase from Vivitek or an authorized dealer specifying the original date of purchase, in order to verify the warranty period on the projector. After the problem is verified by Vivitek Support you will receive a Return Merchandise Authorization (RMA) number from Vivitek Support. For out of Warranty Service, you must deliver the defective Projector to the Service Center with freight/transportation costs prepaid by you. Vivitek will pay for freight (ground shipping) costs associated with shipping the repaired or replaced projector back to you.

For products with Advanced Exchange Warranties, Vivitek will send a replacement unit within 48 hours subject to credit approval or credit card security and issue a call tag to collect the failed unit. All returns must have an RMA number printed on the outside of the box. The projector must be in its original packaging or in packaging providing an equal degree of protection or for Advanced Exchange units, the packaging the advanced exchange unit was delivered in. Vivitek will not be responsible for damage to any returned projector that occurs during shipping from you to the Service Center.

Lamp Warranty Statement

The original installed lamp shall have a one year Limited Warranty Period from date of projector proof of purchase from authorized Vivitek reseller or hours as specified below based on full power (standard) lamp hours, whichever comes first.

Replacement Lamps will have a one year limited warranty from date of lamp proof of purchase or equipment purchase from an authorized Vivitek reseller, or hours as specified below based on full power (standard) lamp hours, whichever comes first.

Please see table below for lamp hour warranty:

Full Power (Standard) Lamp Hour Specification	Lamp Warranty Hours
5,000 hours	3,300 hours (3500 hours DW755 Series of projectors)
4,000 hours	2,640 hours
3,500 hours	2,310 hours
3,000 hours	1,980 hours
2,500 hours	1,650 hours
2,000 hours	1,320 hours
1,500 hours	1,000 hours

Default reference for lamp hours are included in product specifications at www.vivitekusa.com

Warranty claim process:

If a lamp failure under warranty is suspected you will be required to contact Vivitek Corporation's Support Center at 1-855-VVK-BEST (1-855-885-2378) or by email at T.services1@vivitekc.com. You will be asked to submit a sales receipt, invoice, or other proof of purchase from Vivitek or an authorized reseller specifying the original date of purchase and/or projector serial number, in order to verify the warranty period on the projector and original lamp. After receiving a Return Merchandise Authorization (RMA) number and call tag from the Support Center, you must ship the defective lamp to the Service Center. All returns must have an RMA number printed on the outside of the box. The lamp must be in packaging providing a good degree of protection. Vivitek will not be responsible for damage in shipping so please state if lamp is physically damaged prior to shipment.

Lamp warranty is only for Vivitek Corporation supplied lamps. It does not cover 3rd. party lamps, even those claiming to be "original manufacturer's lamps" (if not actually manufactured for and on behalf of Vivitek Corporation)

The Vivitek Corporation Lamp Limited Warranty excludes expected lamp color temperature degradation and Vivitek will not be liable for normal decrease in lamp brightness over time. Additionally, failure to perform required maintenance as well as not operating the projector within the specified environmental or installation parameters as outlined in the user guide, will void this Warranty. Lamps used in projectors are typically AC lamps. It is strongly advised to operate the projector on a power conditioner or surge protector to minimize premature lamp failure.

Vivitek Corporation strongly recommends that only lamps manufactured on behalf of and by Vivitek be used. Non-original lamps and lamps not approved by Vivitek Corporation will void projector warranties; these lamps, may introduce severe risk of use, including fire, electric shock, malfunction or explosion without prior warning or notice. In addition, they may render the

projector as non-conforming to product certifications which in turn may void insurances. Please contact your Reseller or Vivitek with questions pertaining to lamp warranties and the usage and/or safe handling of lamps.

How state law applies: This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Product Registration

You are encouraged to register your Projector online at <http://vivitekusa.com/productregistration.php> By registering your new projector, you will enable Vivitek to notify you of new products and creates a record that can be used if your product is lost or stolen. It also allows us to contact you in the unlikely event that a safety notification is required.

Vivitek product registration is voluntary; failure to register will not diminish your limited warranty rights.

Vivitek Service Center Information

Service Center: 1-855-VVK-BEST (1-855-885-2378)

Fax Number: 510-226-4113

Email: tservices@vivitekc.com

Hours of Operation: 8am-5pm, Monday-Friday Pacific

Service Center Address for returns:

15700 Don Julian Ave.

City of Industry, CA 91745

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.