



# WARRANTY CERTIFICATE

## InfinityPro Interactive Flat Panel Manufacturer's Warranty

### Warranty Terms

This document describes the warranty terms for all InfinityPro Interactive Flat Panel products. The InfinityPro Limited Warranty covers your InfinityPro interactive display against manufacturing issues for three years from the date you bought it. If the issue with your interactive display is ineligible for service, you might pay the full replacement value.

### Product Warranty

- **Interactive Flat Panel:** 3 Years
- **Slot-in-PC:** 1 Year
- **Accessories:** 1 Year

### Warranty Coverage

InfinityPro interactive flat panel comes with three (3) years on-site limited warranty on parts and labor. InfinityPro accessories and PC Module products come with One (1) year limited warranty on-site on parts and labor.

### Extended Warranty Option

Customers have the option to extend the standard three (3) year warranty on their InfinityPro Interactive Flat Panel for an additional two (2) years, for a total of five (5) years of coverage. This extended warranty must be purchased within 90 days of the original product purchase date. Contact your local sales representative for pricing and details.

### Warranty Exclusions

Warranty does not cover:

- Any product on which the serial number has been defaced, modified, or removed.
- Damage, deterioration, or malfunction resulting from:
  - Accident, misuse, neglect, fire, water, lightning, or other acts of nature.
  - Unauthorized product modification, or failure to follow instructions supplied with the product.
  - Repair or attempted repair by anyone not authorized by InfinityPro.
  - Damage to or loss of any programs, data, or removable storage media.
  - Software or data loss occurring during repair or replacement.
  - Any damage to the product due to shipment.



- Removal or installation of the product.
- Causes external to the product, such as electric power fluctuations or failure.
- Use of supplies or parts not meeting InfinityPro's specifications.
- Normal wear and tear.
- Any other cause which does not relate to a product defect.
- Removal, installation, and set-up service charges.

### **Terms & Conditions**

- In order to enjoy the warranty coverage, newly purchased products must be registered online.
- Warranty registration can be done online via: [Warranty Registration](#)

Please submit warranty claims to:

productsupport@smartoregonsolutions.com | [Submit a claim](#)

### **Warranty Claims**

1. Warranty claims have to be reported and returned to the local sales partner within 30 days after discovery, specifying at least the following written information:
  - a. Serial number of the failed product
  - b. Installation date and invoice date
  - c. Detailed problem description
2. The Manufacturer agrees only to repair or replace at its own expense, F.O.B. (E.X.W.), any part or parts of the product which fail during the warranty period, provided The Manufacturer is notified of such failure within the applicable warranty period and given a reasonable time to make the repair or replacement.
3. The Manufacturer reserves the right to require additional information or evidence. Further, The Manufacturer reserves the right to inspect the product(s) claimed to be defective within a reasonable period of time after it receives the claim.

### **Warranty Limitations**

The responsibility of The Manufacturer derived from this warranty will be limited to the commitments detailed here above, and to the purchase price paid by the customer. There exists no liability of any kind for indirect, special, or consequential damage or loss, including but not limited to loss of profits or revenues, cost of substitute equipment, downtime costs, third-party claims, cost of capital, or any other kind of financial loss.

### **Date of Validity**

This warranty is valid from the date of its edition (Feb 2025) and will apply to all InfinityPro products manufactured from that date until the date of a new edition.