



IDTNZ Limited  
PO Box 24 405  
Royal Oak 1345  
Auckland NZ  
Phone 021 847 661  
[www.idtnz.co.nz](http://www.idtnz.co.nz)

GST 099 681 640

# Clarity, a division of Planar Systems, Inc. ("Planar") Lamp-Based DLP Video Wall Products Standard Limited Warranty For Outside of North America

Congratulations on your purchase of a Planar Video Wall product! With proper installation, setup and care, you should enjoy many years of unparalleled image quality, reliability, and performance.

## Introduction

1. In these terms:
  - a. **IDTNZ'** means IDTNZ Limited GST 099 681 640;
  - b. **Products'** means the products and / or services supplied, or proposed to be supplied, by IDTNZ to you; **'you'** and **'your'** means the company and / or person to whom the products and / or services are supplied or proposed to be supplied to.
2. As the importer of Planar products IDTNZ will be known as the manufactures representative and distributor in New Zealand.

This Standard limited warranty is provided by IDTNZ as an authorised distributor of Planar products. IDTNZ offer a back to back warranty where possible on all planar branded products. The following set out the terms of the IDTNZ standard limited warranty. This warranty represents a contract between IDTNZ and you, the new owner of a Planar lamp based DLP video wall product. This standard limited warranty applies to all purchases of Planar lamp based DLP Products, shipped on or after 1 July 2009. IDTNZ reserves the right to update the terms in this warranty. Such changes shall apply to all Planar products shipped after the amended date.

## Features:

- 2-year protection from defects in material and workmanship
- Advanced shipment of replacement part or product
- 90-day lamp warranty

## Warranty Coverage

IDTNZ warrants the supplied Planar products to be free from defects in material and workmanship during the warranty period. If, in IDTNZ/Planar's determination, a product proves to be defective in material or workmanship during the warranty period, IDTNZ will replace the defective part with a similar new or like new part. If the issue cannot be resolved with a part replacement, IDTNZ will replace the product with a similar new or like new product. If the replacement of the part or product is determined by IDTNZ and or Planar to not be commercially feasible, IDTNZ will refund a pro-rata share of the purchase price (calculated based on the remainder of the warranty period and the then-current MSRP<sub>1</sub> of a similar product). Defective lamps are defined as lamps that fail or drop below 50% of initial brightness within the warranty coverage period for lamps (see Length of Warranty section).

## Length of Warranty



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All Planar Lamp-Based DLP Video Wall products are warranted for two (2) years from the date of shipment from Planar.

Lamps are warranted for ninety (90) days from the date of shipment from Planar. All accessories, field replaceable units (FRUs), and components which include, but are not limited to cables, remotes, power supplies, colour wheels, and fans **purchased at the time of the initial product purchase** are warranted for two (2) years from the date of shipment from Planar.

All accessories, field replaceable units (FRUs), and components which include, but are not limited to cables, remotes, power supplies, colour wheels, and fans, purchased after the initial product purchase are warranted for ninety (90) days from the date of shipment from Planar.

## Eligibility

This Standard Limited Warranty covers product purchased from IDTNZ a Planar distributor located in Australia and is valid only for the end user of the product. IDTNZ may contact Planar Technical Support on your behalf in the event of a product defect. This warranty is not transferable. You may be required to provide evidence of proof of purchase.

## Replacement Guidelines

Planar's Video Wall products are designed to be easily serviceable by the customer. The majority of parts in each Video Wall product are built as modules that can be replaced quickly; these modules are called Field Replaceable Units (FRUs). It is often easier and more cost effective for customers to replace modules than to send the entire display back to IDTNZ's factory for repair. If the issue cannot be resolved with a replacement part, Planar will replace the product with a similar, new or like new product. In the event of a product defect, please follow the warranty replacement procedure below:

1. Contact IDTNZ Technical Support via web or email. Web address: [www.idtnz.co.nz](http://www.idtnz.co.nz)  
Technical support email: [support@idt.com.au](mailto:support@idt.com.au)
2. Provide the serial number, product model number, purchase date, description of the problem, and troubleshooting steps already attempted.
3. IDTNZ Technical Support staff will attempt to correct any minor issues that might be causing the problem. If IDTNZ is unable to resolve the problem through troubleshooting, a return material authorization (RMA) number will be issued for the defective part or product if it is determined that the claim was made within the coverage period of the Standard Limited Warranty and a replacement will be sent to the customer.
4. IDTNZ will ship the replacement part or product via ground shipping (or the least expensive shipping method). Customer is responsible for additional charges for any other method of shipping that may be requested.
5. Upon receipt of the replacement part or product, customer should inspect the packaging and materials for shipping damage. Report all damage immediately to the carrier and/or IDTNZ/Planar Service Representative.
6. Customer will have twenty one (21) calendar days from the date of receipt of the Advance Replacement part or product to return the defective part or product to IDTNZ will invoice the customer and the customer shall pay IDTNZ within thirty (30) calendar days from invoice date for the current market price of the Advance Replacement part or product. IDTNZ reserves the right to refuse warranty service for a past due account. Customer shall:
  - a. Return the defective part or product in the box in which the Advance Replacement part or product was shipped. LCDs displays must be shipped on a pallet in a vertical position.



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- b. Return only the defective part or product. IDTNZ will not be responsible for returning or replacing any accessories (as mentioned in the Length of Warranty section) that are returned to IDTNZ with the defective product.
- c. Return the part to the repair location specified by IDTNZ. Clearly mark the RMA number on the shipping box. Verify that the RMA number on the shipping box matches the RMA number for the defective part being returned.
- d. Customer is responsible for all return shipping charges, which include but are not limited to freight charges, taxes, duties, and insurance.

## Warranty Exclusions

This Standard Limited Warranty does not include or is limited by the following:

1. Products not purchased from an authorized Planar distributor or dealer.
2. Shipment delivery time and availability may vary based on origin and destination and Planar/IDTNZ is unable to deliver to PO, FPO Box and residential addresses.
3. Rental costs incurred by the customer in the event of product defect or failure.
4. Any product, on which the serial number has been defaced, modified or removed.
5. Labour and/or travel costs for repairs, adjustments to display settings, installation services, or other labour costs incurred by customer in the event of product defect or failure.
6. Damage, deterioration, or malfunction resulting from:
  - A. Accident, abuse, misuse, neglect, improper ventilation, fire, water, disaster, lightning, or other acts of nature, smoke exposure (cigarette or otherwise), unauthorized product modification (including use of an unauthorized mount), or failure to follow instructions supplied with the product.
  - B. Any labour associated with repair, or attempted repair, by anyone other than Planar.
  - C. Any damage to the product due to shipment.
  - D. Any damage during the removal or installation of the product.
  - E. Causes external to the product, such as electric power fluctuations or failure.
  - F. Use of supplies or parts not meeting Planar's specifications.
  - G. Normal wear and tear.
  - H. Customer caused defects, including but not limited to: cracked LCD, scratched LCD, blemished LCD (dark spot larger than 1/16 inch), or scratched/defaced/altered plastics.
  - I. Any damage or dissatisfaction associated with latent images, "burn-in," or any other damage determined by Planar to be the result of customer use patterns.
  - J. Failure to follow maintenance procedures as outlined in the product's user guide where a schedule is specified for regular maintenance of the product.
  - K. Any other cause, which does not relate to a product defect in material or workmanship.
  - L. Operating the display outside the suggested normal usage conditions stated in the User Guide.
  - M. Temporary Image Retention as a result of displaying a static image for long periods of time.
7. Any costs for on-site removal, installation, set-up, or other labour services.

## Miscellaneous Return Issues

1. IDTNZ will not accept returned product unless the RMA number that has been previously issued by IDTNZ is clearly shown on the outside of the box.
2. If the defective product is returned and determined to be excluded from warranty per any of the exclusions noted above, IDTNZ reserves the right to charge the customer an amount not to exceed the Manufacturer's Standard Retail Price (MSRP<sub>1</sub>).
3. If product is returned and is deemed to be a No Fault Found (NFF) unit, IDTNZ reserves the right to charge customer's credit card or trading account for costs incurred by IDTNZ.



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4. It is the responsibility of the customer to properly package the defective product and ship it to the address provided by the Customer Service representative with the RMA number prominently displayed. If the defective Product is not properly packaged by customer and is damaged in transit during its return to Planar, depending on method used, the customer may be charged for either the repair costs, if repairable, or the MSRP of a replacement product.
5. Replacement parts or product will assume the remainder of the original product's warranty or ninety (90) days, whichever is longer.
6. The customer agrees that they will retain the replacement part or product delivered by IDTNZ/Planar and that the customer's returned defective part or product shall become the property of IDTNZ/Planar.

### **DOA Policy**

The customer is required to notify IDTNZ if a product is faulty within 14 days of the receipt of the shipment. On receipt of the DOA notification IDTNZ will arrange replacement product to be ground shipped and for the collection of the faulty product for return to IDTNZ.

### **Warranty Replacements**

The customer must ensure return of faulty product upon receipt of warranty replacement within 21 days otherwise charges may apply.

### **Extended Warranty**

Extended warranty starts after the standard warranty period has expired with standard warranty terms applying. Extended warranty can be purchased at any time before the current warranty period expires. Extended warranty can not be purchased outside warranty period.

For additional information, please contact IDTNZ's Technical Support via the web or email.  
Web address: [www.idtnz.co.nz](http://www.idtnz.co.nz) Technical support email: [support@idt.com.au](mailto:support@idt.com.au).

### **Limitation of Implied Warranties**

IDTNZ/PLANAR PROVIDES NO WARRANTIES, EXPRESS OR IMPLIED, EXCEPT THOSE EXPRESSLY PROVIDED HEREIN. IDTNZ/PLANAR EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

### **Exclusion of Damages**

IDTNZ/PLANAR'S MAXIMUM AGGREGATE LIABILITY HEREUNDER IS LIMITED TO THE COST OF ONE OF THE FOLLOWING REMEDIES: (1) REPLACEMENT WITH A SIMILAR NEW OR LIKE NEW PRODUCT; OR (2) REFUND OF THE LESSER OF A PRO RATA SHARE OF THE CURRENT MSRP AS DETERMINED BY THE REMAINDER OF THE WARRANTY PERIOD IF REPLACEMENT OF THE PRODUCT IS NOT COMMERCIALY FEASIBLE. THE REMEDY CHOSEN WILL BE IN GOOD FAITH AND AT THE DISCRETION OF PLANAR.

1. IDTNZ/PLANAR SHALL NOT BE LIABLE FOR DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECT IN THE PRODUCT, DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL LOSS, EVEN IF THE CUSTOMER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.



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2. IDTNZ/PLANAR SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE DAMAGES OR ANY OTHER DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.
3. IDTNZ/PLANAR SHALL NOT BE LIABLE FOR ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.
4. IDTNZ/PLANAR SHALL NOT BE LIABLE FOR ANY VERBAL WARRANTY ASSURANCES MADE BY A PLANAR EMPLOYEE OR A PLANAR AUTHORIZED RESELLER THAT CONFLICTS WITH OR ENHANCES THE WRITTEN WARRANTY INCLUDED HEREIN.

### **Effect of Local Law**

This warranty gives you specific legal rights, and you may have other rights, which vary from country to country. Some localities do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

IMSRP is defined as the most recent product price listed on IDTNZ's Planar pricelist.