

## Data/Video Business Projectors Express Replacement Assistance Program

Mitsubishi Projectors are designed to offer years of reliable operation. However, in the unlikely event your projector should fail, Mitsubishi provides a generous warranty period with quick repair turn-around. In addition, specific models are also eligible for our Express Replacement Assistance (ERA) Program.

### Standard Warranty

---

The standard limited Warranty period on Mitsubishi SVGA native resolution business projectors is 2-years Parts and Labour or 3-years Parts and Labour on XGA and higher native resolution models. This excludes the Light Source Lamp, which is considered a consumable part and covered for 90 days, parts only. The terms and conditions of the standard limited warranty are defined in Mitsubishi's Projector Warranty Statement and covers the original end-user purchaser for failures of the Projector due to improper workmanship and/or materials.

Typical turn-around time for warranty repair is 3 business days and end-users are encouraged to have their original unit repaired for the best combination of minimum down-time, convenience and consistency.

However, in the event that an end-user is on the on the road or otherwise cannot wait for their original unit to be repaired, it is re-assuring to know that Mitsubishi's Express Replacement Assistance Program is available.

### Express Replacement Assistance (ERA) Program

---

The ERA Program runs concurrently with the standard limited warranty and is offered free of charge to end-users in Canada on specific business projector models for the coverage period stated below. In the event of a warranty eligible failure occurring when the end-user is on the road or otherwise cannot wait for their original unit to be repaired within our typical 3-day turn-around time, utilizing the ERA program is an excellent alternative.

#### a) Coverage Period & Applicable Models

<b>2-Years</b>	ES, EX, S, SE, SD, SL Series Models
<b>3-Years</b>	X, XD, XL, WD, WL, HL, FL Series Models & HD4000

#### b) Program Features

During the 2 or 3-Year Warranty period, end-users can select to receive a renovated replacement unit (subject to availability) of the same model, shipped within 24 hours via next business day delivery. This replacement projector will be supported by the remaining warranty period of the failed unit, backing our commitment to provide high quality, feature-rich projectors at the greatest value.

#### c) Eligibility

Qualifying Projectors used for normal business applications and eligible for repair under the standard warranty.

#### d) Procedures & Guidelines

- ◆ Upon failure of a qualifying Mitsubishi Projector, the end-user calls Mitsubishi at (905) 475-8989, ext. 155 or ext. 170 to request a replacement under the ERA Program option.
- ◆ Program is subject to the availability of the same model in Mitsubishi's ERA replacement pool at the time.
- ◆ End-user must supply proof-of-purchase, such as a copy of the invoice from the original selling dealer.
- ◆ A security deposit equal to the value of the replacement unit must be provided on Visa or Master Card until the return of the original unit. The original unit must be shipped to Mitsubishi with freight pre-paid and insured and received within 15 days. For units returned with physical damage, or a failure that is not covered under the standard warranty, or with No Fault Found, the associated costs will be charged to the credit card.
- ◆ If a security deposit cannot be provided on a credit card, the customer will have their original unit repaired under the terms of the standard warranty.