

Clevertouch Warranty (UK Mainland)

Sahara Presentation Systems Plc grants the end user a manufacturer's warranty under the below terms for the Clevertouch interactive touchscreen range. (Accessories and extras for these products are not covered by this warranty.)

Sahara's industry leading warranty features five years on-site de-install re-install as standard. This comprehensive warranty is the best on the market, allowing for total peace of mind. These screens are suitable for 24 hours usage per day - 7 days a week.

WARRANTY PERIOD

- The warranty period is five (5) years from when the product is purchased and extends only to the customer, as the end-user of the product. This limited warranty does not affect your statutory rights.
- The warranty applies only to products bought & installed in mainland United Kingdom.

ACCIDENTAL DAMAGE

- We are unable to warranty accidental damage as this is outside of the manufacturers control. Third party insurance could be taken out to cover this eventuality.
- The Clevertouch range of screens have been designed for harsh environments with toughened safety glass and metal/aluminum frames and back panels.
- The product has been designed with fanless cooling technology to reduce dust and dirt ingress.
- The panels are commercial grade meaning that they can be left powered on for long periods of time.

CLAIMS

- During the warranty period Sahara shall rectify faults based on material or processing defects. The warranty claim is dealt with at Sahara's discretion through repairs, the replacement of defective parts or by exchanging the products for products of equal quality without invoicing labour or material costs. The performance of warranty claims shall cause neither an extension nor a restart of the warranty period. Ownership of replaced parts reverts to Sahara.
- Warranty claims are only accepted by Sahara if the defective product is presented within the warranty period together with the original invoice and the original receipt from the dealer who sold the product to the first end user.

EXCLUSIONS

- The warranty does not apply to damage or defects for which Sahara does not bear responsibility and which include but are not limited to the following:
 1. Improper use, mechanical damage (e.g. scratches, pressure or break points), incorrect storage or cleaning, and maintenance nor does it cover the costs of any modification or adjustments which may be necessary to adapt the Product to meet any local technical or safety standards.
 2. Connection or use of the product for a purpose other than that for which it is intended and non-observation of Sahara's operating and installation instructions or the valid technical and safety-relevant provisions or standards of the country in which the product is used;
 3. Non-observation of Sahara's care and maintenance instructions when maintaining and caring for the product;
 4. The permanent – also partial - display of fixed images (typical display damage being so-called burn-in effects such as image retention and image sticking)
 5. Operating conditions which exceed normal office or private use (e.g. operation in smoky or dusty atmospheres or at extraordinary room temperatures and under UV/IR radiation). Separate operating conditions are specified by Sahara for certain products if necessary;
 6. Natural Disaster, fire, flooding, chemical or biological exposure, acts of war, acts of violence or similar events.
 7. Defects caused by a non-Sahara product being connected or used in conjunction with the Product.
 8. The modification of the product by persons not authorised by Sahara;
 9. Accessory parts such as boxes, packaging, batteries or other consumables which are used in conjunction with the product and have to be replaced as expected are not covered by the warranty.
 10. Pixel errors are unavoidable in LED Technology, they only constitute a fault under the terms of this warranty if they deviate from the product specification
 11. Products whose serial numbers have been modified, removed or made illegible are excluded from the warranty;
 12. Should the customer complain about faults although they are excluded from the warranty, Sahara reserves the right to charge the customer for costs thus incurred.

WARRANTY PROCESSING

Warranty claims are dealt with by the Sahara Service Department - 020 8319 7705.

CLEVERTOUCH

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