

FOR REFERENCE PURPOSES ONLY

Warranty information for the AirLiner™ Wireless Slate

Education: The AirLiner™ Wireless Slate is supplied with a two year return-to-base warranty.

NB: Fully discharged AirLiner™ Wireless Slate lithium ion batteries are not covered by warranty.

Non-Education: The AirLiner™ Wireless Slate is supplied with a two year return-to-base warranty.

NB: Fully discharged AirLiner™ Wireless Slate lithium ion batteries are not covered by warranty.

Terms and conditions apply

Steljes Technical Team

The Technical Team aims to provide telephone and/or email support, advice and guidance on all aspects of your AirLiner™ Wireless Slate between the hours of 9.00am to 5.30pm Monday to Friday, excluding English bank holidays.

Contact the technical team either by phone on 08450 724999 or by email at services@steljes.co.uk

Exclusions

Failures related or due to any of the following are not covered by the warranty support;

- Installation, set-up or configuration of the AirLiner™ Wireless Slate
- Third party hardware, software, PCs, laptops
- External third party cabling
- Use not in accordance with AirLiner™ Wireless Slate instructions** or user error
- Missing items ***

** Instructions on the correct use of the SMART AirLiner™ Wireless Slate are contained within the manufacturer's operating handbook, supplied with each AirLiner™ Wireless Slate.

*** Items missing on delivery should be reported to Steljes Customer Care on 08450 747007, within 24hrs of delivery.

Damage caused by any of the following is not included in the support cover;

- Relocation or transportation
- Servicing not authorised by Steljes or its subsidiaries
- Damage, tears, pin holes in the screen or broken eraser holders
- Malicious damage or physical abuse
- Environmental conditions
- Acts of God, fire, flood, violence or any similar occurrence

AirLiner™ Wireless Slate Owner Obligations

The AirLiner™ Wireless Slate owner is responsible for:

- the choice of AirLiner™ Wireless Slate and its suitability for purpose;
- ensuring the equipment is used in strict accordance with the manufacturer's guidelines*;
- ensuring that routine maintenance, cleaning and software updates (where applicable) are performed in accordance with the manufacturer's guidelines*;
- telephone and postal charges in contacting Steljes (if any);
- specifications and instructions given to the technical team; and
- all third party hardware and software, its performance, licences and authorisations.

* Instructions on the correct use, periodic care, routine maintenance and functionality of the AirLiner™ Wireless Slate are contained within the manufacturer's operating handbook, supplied with each AirLiner™ Wireless Slate purchased.