

FOR REFERENCE PURPOSES ONLY

Warranty information for the Sympodium™ Interactive Pen Display- ID350, ID370 and DT770

Education: Sympodium™ Interactive Pen Displays are supplied with a two year return-to-base warranty.

Non-Education: Sympodium™ Interactive Pen Displays are supplied with a two year return-to-base 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 Sympodium™ Interactive Pen Display 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 Sympodium™ Interactive Pen Display
- Third party hardware, software, PCs, laptops or projectors
- External third party cabling
- Use not in accordance with Sympodium™ Interactive Pen Display instructions** or user error
- Missing items such as pens***

** Instructions on the correct use of the Sympodium™ Interactive Pen Display are contained within the manufacturer's operating handbook, supplied with each Sympodium™ Interactive Pen Display.

*** 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

Sympodium™ Interactive Pen Display Owner Obligations

The Sympodium™ Interactive Pen Display owner is responsible for:

- the choice of Sympodium™ Interactive Pen Display 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 Sympodium™ Interactive Pen Display are contained within the manufacturer's operating handbook, supplied with each Sympodium™ Interactive Pen Display purchased.