



## FOR REFERENCE PURPOSES ONLY

### Warranty information

#### SMART Board™ Interactive Whiteboard 640, 660, 680, 685 and 690

**General:** All SMART Board 600 Series interactive whiteboards are supplied as standard with a three year return-to-base warranty cover. This cover can be extended upon product registration, as follows:

**Education sales:** Front projection SMART Board 600 Series interactive whiteboards can be upgraded to a three year on-site warranty, with a further two years return-to-base warranty following registration at [www.activatemywarranty.co.uk](http://www.activatemywarranty.co.uk) within 90 days of purchase. This will extend the warranty cover to five years in total.

**Non-Education sales:** Front projection SMART Board 600 Series interactive whiteboards are supplied with a three year return-to-base warranty. A further two years return-to-base warranty can be obtained by registering at [www.smarttech.com/support](http://www.smarttech.com/support) within 2 years of purchase. This will extend the warranty cover to five years in total.

*Terms and conditions apply. Warranty cover applies to all sales from 1<sup>st</sup> September 2008.*

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### Steljes Technical Team

The Technical Team aims to provide telephone and/or email support, advice and guidance on all aspects of your SMART Board™ 600 Series interactive whiteboard between the hours of 9.00am to 5.30pm Monday to Friday, excluding English bank holidays and Christmas closures.

Contact the Technical Team either by phone on 08450 724999 or by email at [services@steljes.co.uk](mailto:services@steljes.co.uk)

### Response Times

All service requests received and approved by Steljes by 14:00hrs are processed using the following matrix.

Territory	SLA for onsite visit
Mainland UK (excluding (i) areas with the following postcode prefixes: KW, IV & PH; and (ii) all UK islands)	Next working day
Postcode areas with the following postcode prefixes: KW, IV, PH; and all UK islands	Three working days

Service requests received after 14:00hrs will be processed in accordance with the above matrix +1 working day. Please note that all response times are estimates only – Steljes will use reasonable endeavours to meet these response times but they cannot be guaranteed.

## Exclusions

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

- Installation, set-up or configuration of the SMART Board 600 Series interactive whiteboard
- Third party hardware, software, PCs, laptops or projectors
- External third party cabling
- Use not in accordance with SMART Board 600 Series interactive whiteboard instructions\*\* or user error
- Missing items such as pens and erasers \*\*\*

\*\* Instructions on the correct use of the SMART Board 600 Series interactive whiteboard are contained within the manufacturer's operating handbook, supplied with each SMART Board 600 Series interactive whiteboard.

\*\*\* 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

## SMART Board 600 Series Interactive Whiteboard Owner Obligations

The SMART Board 600 Series interactive whiteboard owner is responsible for:

- the choice of SMART Board 600 Series interactive whiteboard 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 SMART Board 600 Series interactive whiteboard are contained within the manufacturer's operating handbook, supplied with each SMART Board 600 Series interactive whiteboard purchased.