



FOR REFERENCE PURPOSES ONLY

Warranty information SMART Board™ 600i Interactive Whiteboard Solutions

SMART Board 660i(3), 680i(3) and 685i(3)

SMART Board 600i interactive whiteboard solutions are supplied with a three year on-site warranty and a 3 year on-site lamp cover.

A further two year return-to-base warranty on the board can be obtained by registering at the www.smarttech.com/support product registration page within 2 years of purchase. This will extend the warranty cover to five years in total for the board.

Terms and conditions apply. Warranty cover applies to all sales from 1st October 2009.

A SMART Board 600i interactive whiteboard solution is the purchase of a SMART Board and UF55 projector unit on the same Steljes order, unless agreed prior to installation.

Lamp warranty – warranty period is only valid if used under manufacturers operating guidelines and is within manufacturers expected lamp life of 3000 hours.

Steljes Technical Team

The Technical Team aims to provide telephone and/or email support, advice and guidance on all aspects of your interactive whiteboard solution 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

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 600i interactive whiteboard solution
- Third party hardware, software, PCs, laptops or projectors
- External third party cabling
- Use not in accordance with the manufacturer instructions** or user error
- Missing items such as pens and erasers ***

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

*** 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 600i interactive whiteboard solution owner obligations

The SMART Board 600i owner is responsible for:

- the choice of the SMART Board 600i interactive whiteboard solution 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);
- any lamp replacement as may be required
- 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 600i interactive whiteboard solution are contained within the manufacturer's operating handbook, supplied with each unit purchased.