

## FOR REFERENCE PURPOSES ONLY

### Warranty information Rear Projection SMART Board™ interactive whiteboard

SMART Board 2000i, 3000i, 4000i, 1710, 1810, 1910, 2876 and 2976

Rear projection SMART Board interactive whiteboards are supplied with a three year return-to-base warranty for the board and projector (as applicable). The projector lamp is supported by a 500-hour/90-day lamp cover.

*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 rear projection SMART Board 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)

### Exclusions

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

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

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

\*\*\* 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

## **Rear Projection SMART Board interactive whiteboard Owner Obligations**

The rear projection SMART Board interactive whiteboard owner is responsible for:

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