

DIGITAL SIGNAGE WARRANTY INFORMATION

1. INTRODUCTION

This warranty card defines warranty policy for the digital signage products manufactured by HYUNDAI IT CORP. (hereinafter referred to as "HDIT")

2. WARRANTY SERVICE

All HDIT Digital Signage products are warranted for three (3) years from the date of purchase by the service centers designated by HDIT except specially designed Kiosk types of displays and outdoor displays which are 2yr limited warranty.

The type of Damage		The coverage of compensation	
		Under warranty	Out of warranty
To be found defective from a normal use in 30 days from the date of purchase.		Replacement	
Repairable	Defective symptoms caused by the same cause less than three(3) times	Repair service under warranty	Charge repair costs
	Defective symptoms caused by the same cause more than four (4) times	Replacement	Charge repair costs
Non-repairable	Non-repairable even with parts	Replacement	Refund after straight-line depreciation
	Non-repairable due to no parts	Replacement	Refund after straight-line depreciation

* Filter Replacement Cycle is eight(8) months. Six(6) filters as per one(1) unit are supplied for free (Outdoor display only)

Service Procedure:

- Contact our service center at 800.568.0060. The customer must have the model #, serial # and purchase date or original proof-of-purchase ready. Or the customer can visit our Warranty service website (www.hyundaimonitor.com) and follow service request claim procedures.
- Our Technical support team will attempt to correct any minor issues that might be causing the product failure for customers beforehand to help customers keep the products in use.
- If the technical service is unable to resolve the issue, a RMA number will be issued. Under this option, the customer returns the defective monitor for repair and return.
- Once a RMA number has been issued, the HDIT service center will arrange for pickup of custom's return product.
- Please note that the customer will be held solely responsible for shipping damage that occurs due to the use of any packaging material other than the standard HDIT package. If the customer no longer has the original packaging, the customer shall obtain proper package or be advised how properly products can be packaged from HDIT Service center by calling 800.568.0060

3. WARRANTY IDENTIFICATION

Warranty service shall be valid from the date customers purchase a product. When a customer needs service, original invoice or receipt that contains the information stated below shall be presented or proved by HDIT.

- Copy of Invoice or Receipt
- Customer name, address, telephone number, email address
- Model name & serial number stated on the type label at the back side of products
- Reasons for applying service (Symptoms in details)
- Availability of original packing materials that Customer has
- User's set-up information ; Connection status, connected devices, cables, resolution, firmware version and so on.

If original invoice or receipt is not available, the warranty term shall be considered from the manufacture date.

4.WARRANTY EXCLUSIONS

- 1) This warranty shall be valid for the three (3)-year-warranty-period.
(2-year-warranty for Kiosk types of displays and outdoor displays)
- 2) This warranty is limited to original products supplied by HDIT and shall not be construed to apply to the simultaneous and/or interdependent operation of this equipment with devices (hardware and/or software) supplied by others.
- 3) Warranty Service shall be void if there is any damage or malfunction due to misuse, abuse, tampering, physical breakage, unauthorized modification on the Product, improper packaging, transportation, weather, extreme temperatures, solar radiation, external electrical faults, liquid spills, lightning shocks, failure to follow the operation or maintenance instructions. In addition, damage by water, sand/corrosion damages, battery leakage, scratches in use, abrasions or damage of the external housings, and damage from connectors or cables will be presumed to have resulted from misuse and will not be covered by warranty service.
- 4) HDIT shall not be liable for any failure in services as result of being delayed, prevented or hindered in the performance of its obligation under this warranty scheme by reasons of any circumstances beyond its reasonable control, such circumstances include, but not limited to fire, flood, Act of God, and civil disorders.
- 5) Repair by unauthorized party will also not be covered by warranty service.
- 6) Warranty Service does not apply to expendable parts which require regularly replacement during the usage of Product.
- 7) The warranty doesn't include the defect or malfunction from the connected power, devices and any other accessory that are not supplied or recommended by HYUNDAI IT CORP.
- 8) Upon the expiration of the applicable warranty period, HYUNDAI IT CORP.'s warranty liability shall cease and terminate.

5. LIMITED WARRANTY

- 1) Product back-label or Serial Numbers have been modified, removed or made illegible are excluded from this warranty.
- 2) The warranty shall be proven to be valid by showing purchasing evidence such as original invoice or receipt.
- 3) All installed products must be taken down at a repairable position before a repair man arrives.
- 4) Warranty Service does not include any de-installation or re-installation cost.
- 5) Customers shall bear all the costs in the case dirt or foreign substances inside of the display need to be removed.
- 6) Any costs to fix the problems by simple adjustment shall not be charged to the manufacturer.

6. EXTENDED WARRANTY

HDIT offers extended product service warranty programs for customer. Customer can contact Hyundai at 408-954-8920 or email sales@hyundaita.com and specify an extended warranty condition in a contract or purchase order.

7. ON-SITE SERVICE

Hyundai can offer On-site service program for desired customer. The Hyundai On-site service will be provided during the warranty labor period subject to availability within the continuous United States. On-site service is not available in all areas. If customer desires on-site repair service, contact Hyundai to get more information for various service options including cost (onsiteservice@hyundaita.com or 408-954-8920).

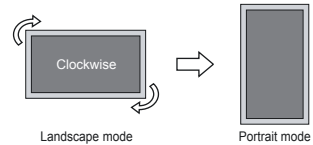
8. OUT OF WARRANTY SERVICE

Hyundai will continue to service its products, even after the standard warranty ends. In the event that a product fails outside of the warranty period, call 800-568-0060 and our service center will provide you with various repair options available including cost.

9. USER GUIDE TIP FOR FUNCTION AND PERFORMANCE OF A PRODUCT

1) PORTRAIT INSTALLATION (INDOOR ONLY)

In case a product is installed vertically (Portrait mode), the display must be turned clockwise and installed. If a display turns counterclockwise, it doesn't cover the repair service under warranty.



2) AFTERIMAGE

Failure from the image sticking due to static screen image for long time without change is also not covered by Warranty Service.

3) DEFECTIVE PIXEL

Pixel errors are unavoidable due to Liquid Crystal Display technology. It only constitutes a fault under the terms of Warranty Service as defect if pixel errors deviate from Product specifications in accordance with data sheet or ISO13406-2 guideline. Failure from the image sticking due to static screen image for long time without change is also not covered by Warranty Service.

- Following table shows the guideline of pixel error.

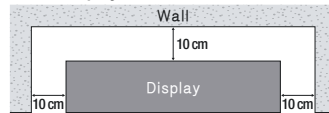
Native Resolution	No. of Pixels	No. of Million Pixels	Allowable Defects	
			Pixel	Sub-Pixel
1024x768	786,432	0.79	2	4
1366x768	1,049,088	1.0	2	4
1440x960	1,296,000	1.3	3	7
1280x1024	1,310,729	1.31	3	7
1680x1050	1,764,000	1.76	4	9
1920x1080	2,073,600	2.07	4	10
1920x1200	2,304,000	2.3	5	12
2048x1536	3,145,728	3.15	6	16

* "Pixel" means the smallest area on a screen which can be given a separate color, red, green and blue. The name for each red, green and blue is "Dot".

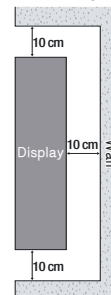
4) INSTALLATION

1. Product shall be installed over 30cm distance away from the electric apparatus and/or heating equipment.
2. Product shall be placed over 10cm distance for indoor & 1m distance for outdoor away from a wall or floor for proper ventilation.
3. Product shall not be set in a place that receives direct sunlight.
4. The product holder needs to be checked thoroughly after its installation.

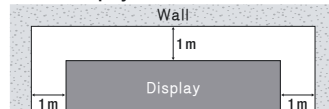
Indoor display



Indoor display



Outdoor display



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