



**EIZO**

ARCADIA Corporation Pty Ltd A.B.N.62 076 770 277  
Trading as

**EIZO OCEANIA**

Oceania Head Office: Unit 7 / 6 Herbert Street, St Leonards NSW 2065 Ph: 02 9462 7500 Fax: 02 9439 0470 sales@eizo.com.au  
New Zealand Office: L21, 151 Queen St Auckland Ph:09 379 8480 Fax: 029 379 9064 sales@eizo.co.nz

## **S-Cape Warranty Statement**

EIZO OCEANIA, as the exclusive distributor of S-Cape products in Australia and New Zealand, offers the following warranty conditions in Australia from 1 January 2009 until further notice.

### **Applicable Products**

S-Cape O/R PACS Consoles

### **Warranty Terms and Conditions**

S-Cape products shall be free from defects in material and workmanship for a period of two (2) years from date of purchase. Spare parts for component replacement repair will be provided free of charge should S-Cape Console components fail in warranty (see Warranty Logistics for details).

The manufacturer strongly recommends monitors be automatically turned off during downtime (refer to PC display properties). The backlight is guaranteed to remain operational for the warranty period, non-specific to brightness level.

### **Warranty Logistics**

In the event of failure in warranty a Service Kit will be delivered to the site by EIZO Oceania. Service Kit contains spare parts and tools necessary to perform component replacement repair. Service Kit is delivered overnight by a priority courier.

It is the responsibility of the claimant's engineer to perform repair under guidance of EIZO Oceania or manufacturer. Off-site telephone support is available during normal business hours (Sydney time). Onsite visits are charged at standard current rates (price on application), travel expense charged at cost.

Upon completion of repair, Service Kit and faulty parts should be returned to EIZO Oceania within three working days.

### **End-of-Life Logistics**

Please contact EIZO Oceania for advice regarding responsible End-of-Life disposal.

### **To escalate a claim**

- Submit a claim form online or download a form from <http://www.eizo.com.au/support/warranty/index.asp>.
- Return the completed claim form by email to [support@eizo.com.au](mailto:support@eizo.com.au) or fax to 02 9439 0470 and we will respond with the applicable solution.