



EIZO

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EIZO OCEANIA

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Warranty Statement

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

Applicable Products

Warranty Level A: ColorEdge Series

Warranty Level B: Flexscan Series

Warranty Terms and Conditions

Level A and Level B products shall be free from defects in material and workmanship for a period of five (5) years from date of purchase, but subject to the usage time being 30,000 hours or less.

The manufacturer strongly recommends the monitor backlight be automatically turned off during downtime (refer PC display properties). The backlight is guaranteed to remain operational for the warranty period, non-specific to brightness level. Historical data shows backlight brightness will be maintained past the 5 year warranty period if the monitor is kept within 80-120c/dm2 – recommended range for colour graphics use.

Uniformity warranty applies to ColorEdge CG models featuring DUE (digital uniformity equalization) technology only, and can not be applied to other models. Uniformity warranty is limited to 12 months from date of purchase or 10,000 hours (whichever comes first), and shall be honoured for a babel test variance of more than 10%. Eizo Oceania determination on any warranty claim is final.

DOA period – 14 days, or 100 operating hours.

Claims within the DOA period will be gladly met with full new monitor replacement regardless of model.

Please see separate document for pixel policy.

Warranty and End-of-Life Logistics

Warranty service level differs by model. Please consult applicable models above.

Warranty Level A models are premium products therefore protected by premium cover. In the event of failure in warranty, a replacement will be despatched. The replacement monitor will arrive without an accessories kit. Please use existing accessories to connect the new monitor and repack failed unit in that packaging. The box will contain for your convenience a return consignment note.

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

Warranty Level B models are protected by a local return to base warranty. In the event of failure in warranty, it is the responsibility of the claimant to securely wrap and package the failed monitor and return to the Eizo Oceania in St.Leonards NSW. Upon completion of repair, the monitor will be returned at no cost.

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 or fax to 02 9439 0470 and we will respond with the applicable solution.
- Goods purchased outside Oceania: Minimum lead time on warranty service: 3 months; delivery to and from Eizo Oceania is the responsibility of the customer.