

Interactive Touch Screens Warranty Terms and Conditions (UK Mainland)

GENERAL

The Warranty is provided by Go Education Ltd. (Go) and applies to the End User. Only products located in mainland UK, but excluding the Scottish Highlands are covered by this warranty. (Accessories and extras for these products are not covered by this warranty.)

WARRANTY TERMS

The warranty covers manufacturing related defects and parts in and on the display. Pixel loss is covered under the warranty for any screen with five or more dead pixels. The warranty will take the form of repair to the touch screen or replacement of defective parts but, where these are not possible, a replacement, which will be at the discretion of Go, will be offered. Go does not warrant that the BVS ECOTouch screens will be suitable for every circumstance. The customers must satisfy themselves of their suitability for their particular applications prior to purchase.

Broadly, and subject to the exclusions listed below, as from 1st February 2020, you are covered for manufacturing related defects for up to 5 years on an onsite basis. The warranty applies only to products located in mainland United Kingdom excluding the Scottish Highlands. BVS ECOTouch screens purchased between 1st November 2016 and 31st January 2020 are covered for manufacturing related defects for up to 7 years (5 years onsite + 2 years return to base. BVS ECOTouch screens purchased prior to 1st November 2016 are covered for manufacturing related defects for up to 5 years (3 years onsite + 2 years return to base). The warranty does not affect your statutory rights.

REQUESTING SUPPORT UNDER THE WARRANTY

Support under the warranty is available via the www.bvstouchscreens.com website. Once a support request is logged, unless the problem is obvious, the support team will attempt to establish that it is the screen which is faulty. The support team will go through a series of troubleshooting steps, which may be via email or telephone. For certain tests, you may be required to be present next to the screen. All support requests must be submitted with a copy of the original invoice from the reseller who sold the product to the first End User.

EXCLUSIONS

The warranty does not cover the following circumstances: -

1. Where the product has not been purchased from Go or one of its authorised resellers.
2. The defect has been caused by misuse, operation in conditions which fall outside normal office conditions (e.g. dusty or smoky environments, extraordinary room temperatures or under UV/IR radiation)
3. Where the product has been repaired or modified in any way other than by Go or its authorised repairers.
4. Where the defect is caused by external circumstances such as lightning, fire, flooding, electrical spikes or induction and other natural disasters.
5. Where the product has been incorrectly installed, improperly used or stored, or been subject to physical damage (e.g. scratches, dents, damage to pressure points).
6. The LED panel is excluded in years 4 to 7. For the first 3 years, if it is established that the panel has become unusable as a result of unusual force having been wilfully or accidentally applied to it, the cost of replacing the panel is not covered by the warranty. Accidental damage of any type is not covered by the warranty. As this is an insurable loss, we recommend that an appropriate accidental damage cover is put into place.
7. Where the defect or damage has been caused by external equipment that is either faulty or is not recommended or supplied by Go.
8. Where burn-in has taken place such that the product develops a permanent image on it covering it totally or partially.
9. Accessories supplied to be used with the screen are not covered by this warranty.
10. Pixel errors are unavoidable in LED Technology; they only constitute a fault under the terms of this warranty if there are 5 or more dead pixels per screen.
11. Products with illegible or missing serial numbers are excluded from this warranty.

The above list of exclusions is not exhaustive, and each case will be treated individually and decided accordingly.