

Philips Hospitality Five Star Service Limited Warranty

Thank you for purchasing this Philips branded commercial television. All Philips branded commercial televisions are designed and manufactured to high standards, to ensure both excellent picture performance and commercial reliability.

This warranty is for televisions sold in USA, including Puerto Rico and the US Virgin Islands. Reference below specific sections for Canada, Caribbean, and Central America for information about these locations.

Philips is pleased to offer its Five Star Service Limited Warranty, which is composed of these key elements:

- Two-year Advanced Exchange warranty with same day shipment¹
- Prepaid freight for exchanges, both to and from customer location
- USA-based Customer Care availability 24 hours a day, 7 days a week²
- USA-based engineering team
- Global resources for around-the-clock issue analysis

For more information on this and other great Philips Hospitality products, visit our website at:

<http://www.philips.com/hospitality>

WHO IS COVERED?

The original purchaser for end use is covered. You must be able to verify that you purchased the product directly from Philips or a Philips authorized reseller with a proof of purchase document or purchase order number. Please retain and store your proof of purchase in a secure location.

WHAT IS COVERED?

Defects in materials and workmanship are covered, if it is a valid claim and received by Philips within the warranty period. When the warranty on the purchased product expires, the warranty on all exchanged products, including their parts and service labor, also expires.

WHAT IS THE PERIOD OF COVERAGE?

Philips commercial televisions have a two-year warranty from the date of purchase, as evidenced by the date of your proof of purchase. Exchanged product will be warranted for the balance of the original warranty period.

WHAT WILL BE DONE TO CORRECT PROBLEMS?

During the warranty period, if Philips determines that the new product is defective, then, at Philips' option, the defective product will be exchanged with either a new product or one that has been renewed to original specifications, and shipped within the same day¹. Philips will pay normal freight charges both ways during the warranty period. If exchange stock is temporarily not available, shipment lead times may be impacted adversely. If exchange stock is not available for any reason, Philips reserves the right to replace the original model with a similar model with comparable features that is available for exchange.

You are responsible for ensuring safe and proper packaging of the defective product and returning it to Philips, using the Philips packaging and shipping labels provided. If packaging is damaged or shipping labels are missing, please contact Philips for assistance. You shall be responsible for failure to package defective product properly that results in damage, or failure to return the defective product, which will result in additional invoicing from Philips to recover our costs, and will result in warranty service level reduction.

WHAT IS EXCLUDED?

- Unless shipped by Philips, damage to or loss of product during shipment.
- Lightning or power surges.
- Acts of God.
- Costs for removal or de-installation of defective product.
- Costs for installation or setup of the product, adjustment of customer controls on the product, and installation or repair of systems outside of the product.
- Accident, misuse, improper installation, use other than as set forth in the user manual, neglect, unauthorized repair, or other cause not within the control of Philips.
- Reception problems caused by signal conditions (including, but not limited to pay per view, cable, satellite, or other signal reception/distribution systems) outside the unit.
- Modifications or adaptations to enable a product to operate in any country other than the country for which it was designed, manufactured, approved, and/or authorized, or repair of products damaged by such modifications or adaptations.
- Modifications, adaptations, or use of a product outside the environment in which the product originally was intended to operate, e.g. pay per view provider/equipment/systems, distribution systems, distribution content, and/or other usage environments.
- Product, on which the model, production, or serial number has been altered, deleted, removed, or made illegible.
- Product sold As Is or Renewed.

THE EXPRESS WARRANTY SET FORTH HEREIN IS THE SOLE AND EXCLUSIVE REMEDY FOR DEFECTIVE PRODUCT AND IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE.

PHILIPS SHALL NOT UNDER ANY CIRCUMSTANCES, WHETHER AS A RESULT OF BREACH OF CONTRACT, BREACH OF WARRANTY, TORT, OR OTHERWISE BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOST DATA, LOST SOFTWARE, OR LOSS OF USE OF THE PRODUCT. IN NO EVENT SHALL PHILIPS BE LIABLE FOR AN AMOUNT GREATER THAN THE VALUE OF PRODUCTS. (This provision also excludes such damages for prerecorded material, whether copyrighted or not copyrighted, among all other potential claims.)

HOW DO I GET MORE INFORMATION OR REQUEST WARRANTY SERVICE?

Before requesting service, please check the product documentation as adjustments of the controls discussed there may save you a service call. Documentation can be found at www.philips.com/hospitality. Also, please prepare the following details so that Philips can provide assistance effectively.

- Philips model or type number
- Philips serial number
- Purchase date (copy of purchase receipt or purchase order may be required)
- Pay per view provider (if any)
- Signals (cable, satellite, etc.) offered at property (if any)
- The full address and contact information for the property where the defective product is located

Then, contact the Philips Hospitality Customer Care Center at:

USA (including Puerto Rico and US Virgin Islands)	866-497-4225 or 919-573-7852 (24 hours a day, 7 days a week) ²
Canada	888-292-3430
Bahamas	866-443-5763 (24 hours a day, 7 days a week) ²
Dominican Republic	888-751-9047 (24 hours a day, 7 days a week) ²
Jamaica	866-435-7555 (24 hours a day, 7 days a week) ²
Central America	919-800-2189 (24 hours a day, 7 days a week) ²
Other locations	Please visit this web site for contact information: http://www.hospitality.philips.com/contacts.html

Canada:

The warranty for Canada consists of:

- 3-year limited warranty
- Call center support (English and French)
- On-site technical support and repair
- All other sections of the USA warranty statement apply, other than What is the Period of Coverage and What Will Be Done to Correct Problems

Caribbean and Central America:

The main points of the USA warranty apply for the Caribbean and Central America, with some slight differences in the What Will Be Done to Correct Problems section. All other sections of the USA warranty statement apply. Though exchange is the primary scenario, when product service is confirmed necessary, the method of executing the exchange will depend on the individual hotel and authorized servicer coverage.

Terms and Conditions:

The primary service scenario is Advanced Exchange (except Canada) for single unit failures; but, Philips reserves the right to resolve the problem with an alternative method, based on the situation. In the event of multiple unit failures at the same location with the same or similar symptoms, Philips reserves the right at its sole discretion, to determine the most efficient means of resolving the failure, including, but not limited to sending personnel to the location to investigate and/or repair.

Important Information:

1. Same day shipment conditions:
 - a. Problem is reported and confirmed by 2:00 PM Eastern Time on a standard business day, Monday through Friday, excluding major holidays.
 - b. If reported after 2:00 PM Eastern Time or on a weekend, the replacement unit will ship the next business day.
 - c. Product is in stock.
2. Customer Care 24 hours a day, 7 days a week conditions:
 - a. 24/7 available for English language (Spanish available during business hours)
 - b. Excluding major holidays