

Promethean Products		Promethean ActivCare Standard Warranty Out of the Box	Promethean ActivCare Plus (Warranty Enhancement)			Please Don't Forget to Register Your Product within 90 Days
			Return for Repair (RFR)	Advanced Replacement (ARC)	On-Site Support (OSS) <sup>2</sup>	
Support Availability*	24 / 7 On-line Support	✓	✓	✓	✓	
	Telephone Support	Toll	Toll Free <sup>1</sup>	Toll Free <sup>1</sup>	Toll Free <sup>1</sup>	

Please Note: All time periods listed below are total periods and are not in addition to any other time periods

Interactive Displays	ActivBoard 300 Pro Range	5 Years RFR	N / A	5 Years
	ActivBoard 500 Pro Range			
	ActivBoard 6 / 10 Touch <sup>4</sup>			
	ActivBoard 2 Touch	3 Years RFR		
	ActivWall 88	5 Years RFR		
	ActivWall 102/135	3 Years RFR	N / A	
Projectors	Please see the separate Warranty Matrix for Projectors			
Stands / Mounts	Adjustable Stand (for use with Promethean interactive whiteboards)	1 Year RFR	N / A	5 Years
	Mobile Stand (for use with Promethean interactive whiteboards)			
	Fixed / Mount Stand (for use with Promethean interactive whiteboards)	3 Years RFR	N / A	
	APTAS Adjustable Stands (for use with Promethean ActivPanels) APTMS Mobile Stand (for use with Promethean ActivPanels)			
Audio	ActivSoundBar	1 Year RFR	N / A	
LRS	ActivExpression			
	ActivVote			
Interactive Tools	ActivArena			
	ActivPen (all variants)			
	ActivSlate			
	ActivWand			
	All remote controls <sup>3</sup>			
	ActivView	3 Years RFR		
Accessories	Consumables <sup>4</sup>	No warranty		

Purchase ActivCare Plus and enjoy enhanced support including 24/7 on-line, telephone support, uplifted warranty and extension to your warranty end date

Obtain your warranty certificate when you register your Promethean products

ActivTable, ActivPanel & Wireless Presentations MUST be registered to obtain uplifted warranty

Promethean ActivTable, ActivPanel & Wireless Presentations		Promethean ActivCare Standard Warranty Out of the Box	Promethean ActivCare Plus (Warranty Enhancement)			Please Don't Forget to Register Your Product within 90 days
			Registered Warranty	Advanced Replacement (ARC)	On-Site Support (OSS) <sup>2</sup>	
Support Availability*	24 / 7 On-line Support	✓	✓	✓	✓	
	Telephone Support	Toll Free	Toll Free <sup>1</sup>	Toll Free <sup>1</sup>	Toll Free <sup>1</sup>	

OSS is only available in selected regions (check out the Promethean Country List on our website)

Interactive Displays	ActivTable	1 Year ARC	3 Years ARC / 1 Year OSS	5 Years	
	ActivPanel (v4 onwards includes ActivConnect G series)		3 Years ARC / 3 Years OSS	5 Years	5 Years <sup>5</sup>
	ActivPanel (Chinese version)	1 Year RFR	N/A		
Wireless Presentations	ActivConnect <sup>5</sup> (M Series)	3 Years ARC	N/A		
	ClassFlow Connect <sup>5</sup>				
	ActivConnect <sup>5</sup> (G Series)		N/A	5 Years	N/A

Interactive Displays MUST be registered within 90 days to obtain uplifted warranty

NOTES	<sup>1</sup> The Toll Free telephone number is stated on your warranty registration certificate. You MUST register your product to obtain it.
	<sup>2</sup> OSS is available in selected regions only
	<sup>3</sup> Remote Control for ActivView (China specific version) receives 3 years RFR warranty
	<sup>4</sup> Please read the Promethean Hardware Warranty T & C's Warranty exclusions for more details on consumables
	<sup>5</sup> ActivConnect warranty is ARC maximum, we do not offer OSS on this product
	<sup>6</sup> ActivBoard 10 Touch receives 3 Years RFR warranty in China

Please be sure to register your new product **WITHIN 90 DAYS** in order to obtain the warranty uplift.

Please visit <http://registration.prometheanworld.com> to register your product

Please visit <https://support.prometheanworld.com> for information on your product.

Please visit [www.PrometheanWorld.com/Warranty](http://www.PrometheanWorld.com/Warranty) for full Promethean Warranty Terms and Conditions.