

Warranty Matrix by Country

All Promethean Hardware Products¹

Promethean Warranty Types Available

Geographical Location	Country ⁵	RFR	ARC ²	OSS
	Australia	✓	✓	✓
	Eire	✓	✓	✓
	France	✓	✓	✓
	Germany	✓	✓	✓
	New Zealand	✓	✓	✓
	United Kingdom	✓	✓	✓
	United States of America ³	✓	✓	✓
	All other US states ⁴ & other countries	✓	✓	X
Key: Territories and Islands ⁵	✓	X	X	

Obtain your certificate when you register your Promethean products and enjoy enhanced support including 24/7 on-line support, telephone support and an extension of your warranty end date

Notes

Key:

- Excluding projectors. See the Warranty Matrix for Projectors document for further information
- Excluding some countries where ARC is not available. Please check with your reseller.
- Contiguous US states only, excludes Hawaii⁴ & Alaska⁴
- Some territories and Islands receive RFR warranty only, due to logistics.

(RFR) - What does "Return for Repair" mean?

Return for Repair is a warranty service offered to you as part of Promethean's ActivCare Standard Warranty. Once the product is declared faulty by Promethean's Technical Customer Support, the faulty product must be returned (at the customer's expense) to Promethean. Following receipt, inspection and approval by Promethean, the product will either be repaired or replaced at the discretion of Promethean and the replacement product will be sent to the customer at Promethean's expense.

(ARC) - What does Advanced Replacement Cover mean?

Advanced Replacement is a warranty service offered to you as part of Promethean's ActivCare Standard Warranty. Advanced Replacement can also be purchased as part of the Promethean ActivCare Plus warranty. Advanced Replacement reduces waiting time to receive replacement products, which ship at no charge to you and before the faulty products are returned to Promethean. However, if the customer fails to return the faulty product within 30 days of the replacement product being received by the customer, Promethean reserves the right to invoice the customer for the replacement part. Advanced Replacement is available only in selected countries. Please see the Warranty Matrix by Country above for more details.

(OSS) - What does "On-Site Support" mean?

On-Site Support can be purchased as part of the Promethean ActivCare Plus warranty offering. Promethean's Technical Customer Support will diagnose the issue via telephone or email prior to authorizing a Promethean Service Provider to go on-site to repair or replace faulty parts. On-Site Support is available only in certain countries. Please see the Warranty Matrix by Country above for more details.

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 for full Promethean Warranty Terms and Conditions.