

Promethean Products*		Promethean ActivCare (Standard Warranty) "Out of the Box"	Promethean ActivCare Plus (purchasable warranty enhancements)		
			Return for Repair (RFR)	Advanced Replacement (ARC)	On-site Support (OSS)**
Support Availability	24/7 Knowledgebase	✓	✓	✓	✓
	Telephone Support	Toll	Toll Free <sup>1</sup>	Toll Free <sup>1</sup>	Toll Free <sup>1</sup>
<i>Please note: All time periods listed below are total periods and are not in addition to any other time periods</i>					
Interactive Displays	ActivBoard 100 Range	2 Years RFR	5 Years		
	ActivBoard 300 Pro Range	5 Years RFR			
	ActivBoard 500 Pro Range				
	ActivBoard 2 Touch	3 Years RFR			
	ActivBoard 6 Touch	5 Years RFR			
Projectors	PRM-32 Short Throw (ST) DLP Projector	1 Year RFR	N/A		
	All Other Current Projectors	3 Years RFR	5 Years		
	Projector Lamps (Original lamps installed in new projectors)	PRM-32	6 Months/500 Hours	N/A	
All Other Models		3 Years/3000 Hours			
Stands/Mounts	Adjustable Stand	1 Year RFR	N/A	5 Years	
	Mobile Stand				
	Fixed Stand		N/A		
	Mount				
LRS	ActivExpression2	1 Year RFR	N/A		
	ActivVote				
Interactive Tools	ActivArena				
	ActivPen				
	ActivSlate				
	ActivWand				
ActivView	3 Years RFR				
Mobile Learning	Promethean KUNO Education Tablet***	1 Year ARC	N/A		
Audio	ActivSound	1 Year RFR	N/A		
	ActivSoundBar				

Obtain your Certificate when you Register Your Promethean Products and enjoy Toll Free<sup>1</sup> calls to Promethean Support

*Please Note: The products below must be registered on the Promethean Registration Portal to activate the correct warranty entitlement.*

Promethean Products*		Standard Warranty (Non-registered products)	Promethean ActivCare (Registered products)	Promethean ActivCare Plus (purchasable warranty enhancements)		
				Return for Repair (RFR)	Advanced Replacement (ARC)	On-site Support (OSS)**
Support Availability	24/7 Knowledgebase	✓	✓	✓	✓	✓
	Telephone Support	Toll	Toll Free <sup>1</sup>	Toll Free <sup>1</sup>	Toll Free <sup>1</sup>	Toll Free <sup>1</sup>
Interactive Displays	ActivTable	1 Year ARC	3 Years ARC / 1 Year OSS	N/A	5 Years	
	ActivPanel Touch	1 Year ARC	3 Years ARC / 3 Years OSS			

\* See Country List

\*\*Selected Regions only

\*\*\*USA Only

<sup>1</sup>Toll Free is not available in all countries

Please visit [www.PrometheanPlanet.com](http://www.PrometheanPlanet.com) for support information on your software product. Please visit [www.PrometheanWorld.com/Warranty](http://www.PrometheanWorld.com/Warranty) for full Promethean Warranty Terms and Conditions.

## Warranty by Country

### Promethean Warranties

Country*	RFR	ARC	OSS
Australia	✓	✓	✓
Eire	✓	✓	✓
France	✓	✓	✓
Germany	✓	✓	✓
New Zealand	✓	✓	✓
Northern Ireland	✓	✓	✓
United Kingdom	✓	✓	✓
United States	✓	✓	✓
All other countries	✓	✓	x

Note: Territories and Islands receive RFR.

\* Excluding some countries where ARC is not available. Please check with your reseller.

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

Return for Repair is a warranty service offered to you as part of Promethean's Standard Warranty and Promethean ActivCare. Following a diagnostics call with Promethean's Customer Support, and once the product is declared faulty, a new product will be shipped to you at no charge. The faulty product should be returned at the customer's expense to Promethean before the new product is shipped.

### (ARC) - What does "Advanced Replacement Cover" mean?

You may purchase Advanced Replacement as part of the Promethean ActivCare Plus warranty. Advanced Replacement reduces waiting time to receive replacement products, which ship at no charge 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 certain countries.

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

On-Site Support can be purchased as part of the Promethean ActivCare Plus warranty and means that an authorized Promethean Service Provider will come on-site to repair or replace faulty parts. This option is available only in certain countries.