

TravelCare Guide

TravelCare - a service for international travelers

NEC projectors (Mobile and Portable series only) are eligible for "TravelCare", NEC's unique international warranty.

Please note that TravelCare coverage differs in part from coverage under the warranty included with the product.

Services offered with TravelCare

This warranty allows customers to receive service on their product at the NEC and NEC-designated service stations in the countries listed herein when temporarily traveling internationally for business or pleasure.

For details on services offered by the different service stations, please refer to the "List of TravelCare Outlets" below.

1 Repair services

The product will be repaired and delivered within 10 business days, not including shipping time. During the term of warranty, the cost of maintenance parts, labor costs for repairs and shipping costs within the service station's coverage area are covered by the warranty.

2 Replacement product rental service

If the customer desires, he or she can rent a replacement product while the original product is being repaired.

Fee: US\$200 for 12 days

This fee must be paid at the local service station in cash or credit card.

The US\$200 rental fee is non-refundable even if the customer rents it less than 12 days before returning.

The replacement product will be delivered within 3 business days.

If the customer did not return the replacement product within 12 days, the customer will be charged the price of the unit.

If the customer returned the replacement product in a faulty or damaged condition, the repair cost will be charged to the customer.

Note that this service is not offered in all countries and regions. Please refer to the "List of TravelCare Outlets".

In addition, this replacement product rental service is not offered after the product's warranty has expired.

Term of warranty

1

a. Upon presentation of the warranty or receipt received upon purchase:

Valid for the term indicated on the warranty or the normal term of warranty for the country of purchase.

b. When only the product is brought in:

Valid for a period of within 14 months of the date of manufacture indicated by the serial number attached to the product.

2 When a product whose term of warranty is expired is brought in:

Repairs will be offered for a fee. In this case the customer is not eligible for the replacement product rental service.

3 In the following cases, repairs may be charged, even if the product's warranty is still in effect:

1) If the term of warranty, model name, serial number and name of the store of purchase are not indicated on the warranty or have been altered.

- 2) *Problems or damage caused by dropping or shocks during shipment or movement by the customer or by improper handling by the customers.*
- 3) *Problems or damage caused by improper usage or unwarrantable alterations or repairs by the customer.*
- 4) *Problems or damage caused by fire, salt damage, gas damage, earthquakes, lightning damage, storm or flood damage or other natural disasters or such external factors as dust, cigarette smoke, abnormal voltage, etc.*
- 5) *Problems or damage caused by use in hot or humid places, in vehicles, boats or ships, etc.*
- 6) *Problems or damage caused by expendable supplies or devices connected to the product other than those designated by NEC.*
- 7) *Problems caused by natural consumption, wear or deterioration of parts under normal usage conditions.*
- 8) *Problems or damage to lamps and other expendable supplies, included parts or optional parts.*
- 9) *Other conditions stipulated in the warranty included with the product also apply.*

NOTE: The product can be used overseas with voltages indicated in the rating label on the product by using a power cable suited for the standards and power source voltage of the country in which the product is being used.

List of TravelCare Outlets

This list applies as of August 10, 2010.

In Europe, Middle East and Africa (EMEA)

NEC Display Solutions Europe GmbH

Landshuter Allee 12-14, D-80637 München, Germany

Tel: +49 89 99699 0

Fax: +49 89 99699 500

e-mail: info@nec-displays.com

web: <http://www.nec-display-solution.com/>

(Regions Covered and type of Service)

EU: Austria*, Belgium*, Bulgaria*, Czech Republic*, Cyprus*, Denmark*, Estonia*, Finland*, France*, Germany*, Greece*, Hungary*, Ireland*, Italy*, Latvia*, Lithuania*, Luxembourg*, Malta*, The Netherlands*, Poland*, Portugal*, Romania*, Slovakia*, Slovenia*, Spain*, Sweden* and the United Kingdom*

EEA: Norway*, Iceland and Liechtenstein

Middle East: Saudi Arabia, United Arab Emirates

Africa: South Africa, Egypt

In countries designated with an asterisk (*), replacement product rental service are also offered. Other countries are "Repair and return" service only.

In North America

NEC Display Solutions of America, Inc.

Address: 500 Park Boulevard, Suite 1100 Itasca, Illinois
60143, U.S.A.

Telephone: +1 800 836 0655

Fax Line: +1 800 356 2415

Email Address: pjtechsupport@necdisplay.com

WEB Address: <http://www.necdisplay.com/>

(Regions Covered and type of Service)

U.S.A. *, Canada*

“Repair and return” service and “replacement product rental service” are offered.

In Oceania

AWA Limited.

Address: 151 Arthur Street

Homebush West NSW 2140 Australia

Customer Call Centre

Telephone: 0297647777

Fax Line: 1300772688

Email Address: commercialsupport@awa.com.au

For Travel Care service, while customer is in Australia, the customer will contact AWA on 1300366144, select Option 4. If you want to book warranty service by email customer goes to: commercialsupport@awa.com.au.

(Regions Covered and type of Service)

Australia (“Repair and return” service only)

Visual Group Ltd.

Address: 28 Walls Road Penrose Auckland New Zealand

Telephone: 095250740

Fax Line: 095809607

Email Address: sarah.reed@visualgroup.co.nz

(Regions Covered and type of Service)

New Zealand (“Repair and return” service only)

In Asia

NEC Display Solutions, Ltd.

Address: 686-1, Nishioi, Oi-Machi, Ashigarakami-Gun,

Kanagawa 258-0017, Japan

Telephone: +81 465 85 2369

Fax Line: +81 465 85 2393

Email Address: support_pjweb@gw.necds.nec.co.jp

WEB Address: <http://www.nec-display.com/global/index.html>

(Regions Covered and type of Service)

Japan*

“Repair and return” service and “replacement product rental service” are offered.

NEC (China) Co.,Ltd.

Address: Rm 1903, Shining Building, 35 Xueyuan Rd,

Haidian District Beijing 100191, P.R.C.

Telephone: +8610 59342706

Fax Line: +8610 82331722

Email Address: lily@nec.cn

WEB Address: <http://www.nec.cn>

(Regions Covered and type of Service)

China Mainland (“Repair and return” service only)

NEC Hong Kong Ltd.

Address: 25/F., The Metropolis Tower, 10 Metropolis Drive, Hunghom, Kowloon, Hong Kong

Telephone: +852 2369 0335

Fax Line: +852 2795 6618

Email Address: necare_support@nechk.nec.com.hk

WEB Address: <http://www.nec.com.hk>
(Regions Covered and type of Service)
Hong Kong ("Repair and return" service only)

NEC Taiwan Ltd.
Address: 7F, No.167, SEC.2, Nan King East Road,
Taipei, Taiwan, R.O.C.
Telephone: +886 2 8500 1710
Fax Line: +886 2 8500 1420
WEB Address: <http://www.nec.com.tw>
(Regions Covered and type of Service)
Taiwan ("Repair and return" service only)

NEC Asia Pacific Pte Ltd.
Address: 401 Commonwealth Drive, #07-02, Haw Par
Technocentre, Singapore 149598
Telephone: +65 6 799 6188
Fax Line: +65 6 274 2226
Email Address: ncare@nec.com.sg
WEB Address: <http://www.nec.com.sg/>
(Regions Covered and type of Service)
Singapore ("Repair and return" service only)

NEC Corporation of Malaysia Sdn. Bhd.
Address: 33rd Floor, Menara TA One, 22, Jalan P. Ramlee,
50250 Kuala Lumpur, Malaysia
Telephone: +6 03 2178 3600 (ISDN)
Fax Line: +6 03 2178 3789
Email Address: necare@necmalaysia.com.my
WEB Address: <http://www.necmalaysia.com.my/home.html>
(Regions Covered and type of Service)
Malaysia ("Repair and return" service only)

Hyosung ITX Co., Ltd.
Address: 1st Fl., Ire B/D. #2, 4Ga, Yangpyeng-Dong,
Youngdeungpo-Gu, Seoul, Korea 150-967
Telephone: +82 2 2163 4193
Fax Line: +82 2 2163 4196
Email Address: moneybear@hyosung.com
(Regions Covered and type of Service)
South Korea ("Repair and return" service only)

Lenso Communication Co., Ltd.
Address: 292 Lenso House 4, 1st Floor, Srinakarin
Road, Huamark, Bangkapi, Bangkok 10240,
Thailand
Telephone: +66 2 375 2425
Fax Line: +66 2 375 2434
Email Address: pattara@lenso.com
WEB Address: <http://www.lensocom.com/>
(Regions Covered and type of Service)
Thailand ("Repair and return" service only)

NOTE: In countries designated with an asterisk (), replacement product rental service are offered.*