

## Complaints within 3 year (under and after warranty period)

### ***Original faults:***

*Often occurring faults* that have been established during or after the warranty period. When a service bulletin has been sent out that indicates that the fault concerns more products than normal and the bulleting describes how the fault should be attended to, it is considered as an often occurring fault.

*Fault on fixed components* (excluding lamps and other light emitting components) is considered as an original fault with the exceptions of wrong connections, under- or overvoltage, including voltage and current spikes and faults caused by lightning.

### ***Non original faults during the warranty period:***

*Handling, such as drop damages* – It is important that the workshop report describes the damage and workshop observations, how this could have been the cause.

*Moisture, sand and dust damages* – The workshop report must also here describe where the damage is located and how it has occurred due to outside influences.

*Picture retention and burn-in on displays.*

### ***Non original faults:***

*Broken display*, a LCD/Plasma display cannot crack by it self but has to be broken from the outside influence. If it is an original fault, it is there from the unpacking of the set. (note special handling of transport damages)

*Mechanical parts* (exception if it, considering the kind of fault or where the fault is located, not is possible that the fault has originated by external influence). Hard disc is considered as a mechanical part.

*Light emitting parts* – Lasers (optical pick-up) as well as projector lamps and chargeable batteries can be worn out.

All faults originating from *lack of prescribed maintenance, mounting or usage in an improper environment* (dust/dirt/moisture/heat/cold/smoke etc) that does not follow the instructions in the instruction manual, irrespective if it is an electrical or mechanical fault.

*Outside normal usage* - i.e. the product has been used more than normal.

*Remote control* - a remote control usually never breaks down by itself.

*Broken earphone* - earphones usually never breaks down by itself.