



## Limited warranty terms and conditions

### **Tango V4 Touchscreens**

#### **1. What is covered?**

Osborne Technologies will, at its' discretion repair or replace faulty products within the warranty period. Tango Touchscreens include a one (1) year limited hardware warranty plus one (1) year telephone, remote and on-site support, valid from the date of purchase (or date of installation, if installed by Osborne Technologies or an accredited partner). Customers may extend the limited hardware warranty (parts-only) up to a maximum of five (5) years from the date of purchase by registering their screens online within 30 days of the invoice date. Screens can be registered by visiting <https://registration.tangotouch.com>.

Tango Touchscreen accessories (including PC modules, soundbars, video conferencing equipment, remote controls, pens/styli, pen/accessory trays, cables/wiring looms) are covered by a one (1) year RTB (return to base) warranty unless otherwise specifically stated.

Repairs may be carried out using new or previously used parts that are equivalent to new in performance and reliability. Where a replacement is offered, this would normally be an identical model, but when this is not possible a model of equivalent (or higher) specification may be provided. Replacement products may be formed from new and/or previously used parts that are equivalent to new in performance and reliability, and be of similar cosmetic appearance and condition to the product it is replacing. Where a repair or replacement is not possible we may at our discretion, offer a refund in exchange for the return of the product.

Where the original installation was carried out by Osborne Technologies or an accredited partner, the one (1) year on-site support also includes de-installation/re-installation of the product as required to facilitate the repair/replacement.

Exercising a warranty claim does not start a new warranty obligation. On repair or replacement of the product the original guarantee will continue to apply to the repaired/replacement product; the repaired/replacement product will not come with a new guarantee.

Extended warranties are provided to the original registered customer only and are not transferable to any third party.

## Warranty processing

- Within the warranty period, support is provided under Osborne Technologies' standard support terms & conditions of service as published at the time of the request. Full details can be found on our support page at:  
<https://www.osbornetechnologies.co.uk/support>
- Support requests and/or warranty claims must be logged via our support service at:  
<https://service.osbornetechnologies.co.uk>  
or by telephone on 01226 295455.
- The customer must provide the product serial number and proof of purchase if requested.
- The customer must provide a clear fault description and perform any troubleshooting steps as requested by our support personnel. Customers may be asked to provide images and/or a video recording to support their case. The customer must follow reasonable service instructions when given.
- Where a product is reported as having no power (i.e. it is in an 'off-state' and cannot be switched on), the customer is expected to take reasonable steps to ensure that the power supply to the hardware is working (i.e. the hardware is plugged in, switched on and the power supply is live) prior to raising a support request.
- On-site engineer visits will only be offered once it has been established via telephone, email or remote support that an on-site visit is required to resolve the issue. On-site visits cannot be requested by the customer without first attempting telephone and remote support and exhausting all remote support options.
- Products must be accessible during normal office hours as set out in our standard support terms and conditions.
- Products must be easily accessible for our on-site engineers to inspect, or where necessary remove from installation.
- A contact person must be available on the site to receive the support engineer to complete the on-site diagnostics and/or repair.
- The repair must take place at the pre-agreed date. Should there be any changes to this date, you must inform us at least 48 hours before the agreed date.
- Please note that your support reference number must be used/quoted in all correspondence connected to your warranty and/or support requirements.
- Osborne Technologies reserves the right for final decision on products deemed inside or outside of the agreed warranty period.

## **2. What is not covered?**

The warranty does not apply to damage or defects for which Osborne Technologies cannot bear responsibility including, but not limited to, the following:

- a) Accidental damage, misuse or abuse of a product.
- b) Incorrect storage, cleaning and/or maintenance.
- c) Cosmetic damage (including but not limited to scratches, dents, broken ports) unless failure has occurred due to a defect in materials or workmanship.
- d) Defects caused by normal wear and tear or otherwise due to the normal aging of the product.
- e) Connection or use of the product for a purpose other than that for which it is intended.

- f) Non-observation of the manufacturer's installation/operating instructions, technical and/or safety-related information or standards of the country in which the product is used.
- g) Defects caused by inadequate or improper installation of the product.
- h) Usage in adverse environmental conditions, damage from sand, liquids, dirt/dust contamination, extraordinary temperatures, exposure to moisture or excessive humidity.
- i) In-screen/cell (behind the glass) condensation or effects caused thereby, caused by high humidity and/or sudden changes in ambient temperature.
- j) Natural Disaster, fire, flooding, chemical or biological exposure, acts of war, acts of violence or similar events.
- k) Defects caused by connection of incompatible or un-approved hardware/peripherals.
- l) The modification or attempted service of the product by persons not authorised by Osborne Technologies.
- m) Boxes, packaging, consumable parts such as batteries, bulbs, fuses or other consumables which are used in conjunction with the product are not covered by the warranty.
- n) The permanent or partial display of fixed imaged effects (also known as 'screen-burn', 'burn-in', 'image burn-in', 'image persistence', 'image retention' and 'image sticking').
- o) Pixel failure defects (including 'dead' or 'stuck' pixels/sub-pixels) are unavoidable in LED/LCD technology and only constitute a fault under the terms of this warranty if they deviate from the LCD panel/cell manufacturer's own specification.
- p) Products where the serial number has been removed, modified or defaced are excluded from the warranty.

#### Software, firmware, operating systems and 'apps'

The Warranty is applicable to the current software and/or firmware version specified at the time of purchase. Whilst we will endeavour to support all latest updates where possible, as we have no control over 3<sup>rd</sup>-party system updates we are unable to guarantee the operation of the product where operating systems or firmware are updated. This also applies to the software packages and 'apps' included with the product.

We are unable to support 3<sup>rd</sup>-party software and/or 'apps' which customers may install on the product/device.

#### **3. Will there be any charge for repairs or engineers call-outs?**

It is your responsibility to ensure that your request for support and/or claim is covered by this warranty, including being able to provide proof of purchase upon request. Osborne Technologies reserves the right to charge for the reasonable cost of any service call if:

- a) You cannot provide evidence that your product is covered by this guarantee.
- b) Where a service call has been made and the engineer finds that there is no fault with your product (including, but not limited to network related issues such as configuration, firewalls, v-lans etc, environmental factors such as external power failure, or user error).
- c) That your product has not been installed or operated in accordance with the manufacturers instructions.
- d) That the fault was caused by something other than faulty materials, defective components or manufacturing defects.

- e) For missed appointments.

To avoid unnecessary charges, we strongly recommend customers take all reasonable steps to eliminate external factors before raising a support request or warranty claim.

#### **4. Limitation of liability**

- a) Entire agreement

This guarantee is limited to the cost of repairing or replacing the product. To the extent permitted by law, all warranties, conditions and other terms not set out in this warranty document are excluded from the warranty. As a result, Osborne Technologies does not make any other promises, conditions or warranties about the product or service other than as set out in this warranty document.

- b) Customer data

Osborne Technologies does not warrant, represent or undertake that it will be able to repair or replace any product under this warranty without risk to and/or loss of information and/or data stored on the product. The customer is responsible for ensuring that adequate backups of their files, applications and settings are maintained as required. Osborne Technologies accepts no responsibility for data loss or recovery in the event of a hardware/software failure, or caused by user error.

- c) Osborne Technologies shall not be liable for any costs or losses sustained or incurred by the customer arising directly or indirectly from the failure of any product to operate in accordance with the expected standards.