

Warranty Matrix for Projectors		Promethean ActivCare Standard Warranty Out of the Box	Promethean ActivCare Plus (Purchasable Warranty Enhancement)			Please Don't Forget to Register Your Product within 90 Days
			Return for Repair (RFR)	Advanced Replacement (ARC)	On-Site Support (OSS)**	
Support Availability*	24 / 7 On-line Support	Toll	✓	✓	✓	
	Telephone Support		Toll Free ¹	Toll Free ¹	Toll Free ¹	

Please Note: All time periods listed below are total periods and are not in addition to any other time periods

Projectors & Peripherals	Extreme short, ultra-short or short throw projectors (used with 300/500/Touch boards and ActivWall 88)	3 Years RFR	N/A	5 Years		Purchase ActivCare Plus and enjoy enhanced support including 24/7 on-line, telephone support, uplifted warranty and extension to your warranty end date. Obtain your warranty certificate when you register your Promethean products	
	SSI Projector (used with ActivWall 102 and 135)	3 Years RFR	N/A				
	Projector Lamp (original lamp installed in purchased projector)	PRM-32	6 Months / 500 Hours	N/A	Y		N/A
		All Other Models	3 Years / 3000 Hours				
	Projector Lamp (Promethean lamp replaced under warranty)	All Models	90 days RFR	N	N/A		
	Lamps purchased separately		90 days RFR	N	N/A		
	Projector Remote Control		1 Year RFR	N	N/A		
Projector filters, plates, cables & mount assemblies	No Warranty		N/A				
Projector Warranties by Country							

Projector Warranties by Country	Region	Country	RFR	ARC	OSS	Please visit www.PrometheanWorld.com/Warranty for full Promethean Warranty Terms and Conditions
	APAC (Asia Pacific)	Australia		Y	Y	
New Zealand						
China			Y	Y	N	
Japan						
EMEA (Europe, Middle East & Africa)	UK					
	Eire		Y	Y	Y	
	France					
	Germany					
	Rest of Mainland Europe*		Y	Y	N	
	Middle East & Africa		Y	N	N	
Other Mainland Europe	Albania & Macedonia		Y	N	N	
North America	United States**		Y	Y	Y	
	US States; Alaska & Hawaii		Y	Y	N	
	Canada		Y	Y	N	
	Virgin Islands***		Y	N	N	
Global	All other Countries		Y	N	N	

Key:

NOTES	*Excluding Albania & Macedonia
	**Contiguous US states only, excludes Hawaii & Alaska
	***Virgin Islands includes both United States VI and British VI
	¹ The Toll Free telephone number is stated on your warranty registration certificate. You MUST register your product to obtain it.

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.