



Warranty Statement for Ricoh Interactive Flat Panel

IMPORTANT NOTICE

This Warranty applies to Interactive Flat Panel distributed in Australia by Ricoh Australia Pty Ltd ("Ricoh"), a Ricoh Business Centre dealer or an approved Ricoh Reseller ("Ricoh Authorised Outlet") under the brand name of Ricoh ("the Product").

WARRANTY PERIOD

Ricoh Products	Warranty Period
Ricoh Interactive Flat Panel (all models)	Thirty-six Months
Windows OPS Controller	Thirty-six Months
Ricoh OPS Controller	Twelve Months

WARRANTY TERMS

1. Ricoh Product Warranty

- 1.1 In addition to your rights under the Australian Consumer Law, Ricoh warrants that Interactive Flat Panels purchased in Australia from Ricoh or an authorised outlet will be free from manufacturing defects for the Warranty Period specified at the time of purchase, commencing from the date of original purchase. Proof of purchase (such as a sales receipt or other reasonable evidence) will be required. This warranty is provided at no additional cost to you and does not limit or replace your statutory rights.
- 1.2 This product warranty is provided only to the original purchaser and is not transferable, except as required by law.
- 1.3 During the Warranty Period, Ricoh will, at its option, repair or replace the product or parts that prove defective in materials or workmanship. Replacement products and parts may be new or refurbished. Products and parts which are replaced become the property of Ricoh upon being replaced.

2. Conditions of Warranty

- 2.1 This warranty applies only where the product is:
 - operated in accordance with manufacturer specifications and the supplied operator manuals (including user maintenance and calibration), and
 - used within Australia.

2.2 This warranty does not cover:

- third-party software installation, maintenance or performance (eg: Microsoft);
- connectivity to the customer's internal network or the internet;
- damage caused by external factors, including but not limited to electrical surges, lightning, incorrect voltage, liquid ingress, natural events, use outside specification, neglect, misuse, unauthorised repair, or service not performed by a Ricoh authorised service agent;
- normal wear and tear; or
- products where the serial number has been removed, defaced or altered.

2.3 LCD panels may contain some bright, dark or partially lit pixels. Replacement under this warranty will only be available where the number of defective pixels exceeds the specified criteria in the table below.

	Max. amount of Full Dot Defects (A)	Max. Polairizer Defect (B)	Max. Particles, scratch, and bubbles in display area (C)	Sum of (A)+(B)+(C)
Ricoh Interactive Flat Panel (All models)	12	6	6	24

2.4 Data stored on the product may be lost during service. Customers are responsible for backing up their own data and for restoring any lost data.

3. Australian Consumer Law – Statutory Rights

- 3.1 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- 3.2 The Ricoh Product Warranty is free of charge and is separate from, and in addition to, the guarantees which you are entitled to under the ACL.
- 3.3 If the goods are not of a kind ordinarily acquired for personal, domestic or household use or consumption, then to the extent permitted by the ACL, Ricoh's liability for failure to comply with a consumer guarantee is limited, at Ricoh's option, to one or more of the following:
- replacement of the goods or supply of equivalent goods;
 - repair of the goods;
 - payment of the cost of replacing the goods or acquiring equivalent goods; or
 - payment of the cost of having the goods repaired.

Mandatory notices under the ACL

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

You are responsible for ensuring that your data is backed up prior to the goods being repaired and if the goods are to be replaced, you are responsible for securely deleting your data from the goods prior to the goods being removed from the premises.

4. Limitation of Liability

4.1 Except for any liability that cannot be excluded under the ACL or other applicable law:

- Ricoh excludes all other express or implied warranties, guarantees and conditions;
- Ricoh is not liable for any indirect, special or consequential loss, including loss of data, loss of use, wasted expenditure, loss of profits or loss of business opportunity; and
- Ricoh's total liability in connection with the product is limited to the remedies specified in section 4 above.

5. Placing a warranty service call

5.1 Before making a warranty claim, you should have:

- the product serial number;
- proof of purchase; and
- access to the product while speaking with the Customer Care Centre, so faults can be diagnosed.

5.2 For warranty service, please contact Ricoh National Customer Care Centre on 13 RICOH (13 74 264).

5.3 Warranty service may be provided by remote support, onsite service (in accordance with clause 6), or return-to-base, depending on the fault. Ricoh will guide you through diagnosis and any required arrangements when you contact the National Customer Care Centre.

6. Limited on-site warranty

6.1 Warranty service may be provided at your premises during Ricoh's business hours. Ricoh will use reasonable endeavours to provide next business day service within a 35km radius of a Ricoh Authorised Outlet. For locations further than a 35km radius but within an 80km radius of a Ricoh Authorised Outlet please add one (1) additional business day for on-site warranty service; a travel charge may apply. For locations further than 80km from a Ricoh Authorised Outlet, you will need to return the product to the nearest Ricoh Authorised Outlet for warranty service. A list of Ricoh Authorised Outlets is available on request.

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