

# Promethean **ActivCare**

## Promethean ActivCare – Frequently Asked Questions

### General Warranty Questions:

**1) I'm not sure of my product warranty terms. Where can I find this information? Which items are covered under my warranty?**

To locate helpful information on your specific product and warranty terms, please see the Warranty-at-a-Glance Matrix and other relevant information found on our Promethean ActivCare website.

**2) How long is the warranty period for my Promethean product?**

Your warranty period and terms will vary depending on the product series you purchased, whether your product has been registered, and whether you purchased an extended warranty. Please see the Warranty-at-a-Glance Matrix for your specific product warranty period and other information about warranty enhancements available for purchase.

**3) How do I determine whether my product is still under warranty?**

You can visit us online at [www.prometheanworld.com/warranty](http://www.prometheanworld.com/warranty) to read the warranty terms for your product. If you registered your product or purchased an extended warranty, you should have received an e-mail from Promethean informing you about your warranty period and terms.

**4) What does “Return for Repair” mean and how does it work?**

Return for Repair is a warranty service offered to you as part of Promethean's Standard Warranty and Promethean ActivCare. Following a diagnostics calls with Promethean's Customer Support, and once the product is declared faulty, a new product will be shipped to you at no charge. The faulty product, however, should be returned -at the customer's expense- to Promethean before the new product ships. Installation expense for the new product and uninstalling the old product is also the customer's responsibility. We aim to ship the new product to you within a week of receiving the faulty one\*.

**5) What does “Advanced Replacement” mean and how does it work?**

You may purchase Advanced Replacement as part of the Promethean ActivCare Plus warranty. Advanced Replacement reduces waiting time to receive replacement products, which ship at no charge and before the faulty products are returned to Promethean. (Installation costs for the replacement product are at the customer's expense. If the customer fails to return the faulty product within 30 days of the replacement product being received by the customer, Promethean reserves the right to invoice the customer for the replacement part). We aim to ship the replacement product within a week of the faulty product being reported\*. Advanced Replacement is available only in certain countries. Please visit [www.prometheanworld.com/warranty](http://www.prometheanworld.com/warranty) for more details.

**6) What does “On-Site Support” mean and how does it work?**

On-Site Support can be purchased as part of the Promethean ActivCare Plus warranty. On-Site Support means that an authorized Promethean Service Provider will come on-site to repair or replace faulty parts. The Service Provider will arrive on-site within three days of the faulty product being reported\*. This option is available only in certain countries. Please visit [www.prometheanworld.com/warranty](http://www.prometheanworld.com/warranty) for more details.

**7) Who do I contact if my product needs repair but is no longer under warranty?**

If your product is out of warranty, then we can advise you regarding the skills that should be possessed by the technician you choose to complete the repairs. You may also contact Technical Support for information regarding your local Promethean Service Provider. Promethean Service Providers are only available in certain countries.

**8) How can I extend my warranty?**

You can extend the Promethean Standard Warranty simply by [registering your product](#). Following your product’s registration, Promethean will extend your warranty period (for most hardware products) as well as offer free telephone and e-mail support. You may also purchase warranty enhancements that will extend your warranty and improve the level of service your product receives. Please see the Warranty-at-a-Glance Matrix for information on which warranty enhancements may be right for you.

**9) Under what criteria am I entitled to extend my warranty?**

You can extend your warranty by registering your product within 90 days from installation. If you already registered your product, you may purchase a warranty enhancement up to 90 days from the installation date and then activate that warranty enhancement for 90 days from the date of purchase. We recommend that customers register their products, as well as purchase and activate warranty enhancements, immediately following registration by visiting Promethean’s End-User Registration Service.

**10) When does the warranty period begin– at the time of purchase or on the installation date?**

The Standard Warranty period begins on the date of purchase. Registering your product will grant you a warranty extension (depending on the product) from the date of installation, which you provide when you register. You then have up to 180 days from the date of installation to purchase and activate an enhanced warranty. Please see the Warranty-At-A-Glance Matrix for more information.

**11) What information must I provide when calling for support?**

In the case of registered products, Technical Support will need your account number - which will have been provided at the point of registration - and the product’s serial number (located on the product). In the case of an activated enhanced warranty, we will need your warranty activation code, which you should have received with your warranty pack, as well as the product’s serial number.

**12) Where is the documentation for my warranty?**

You should have received warranty documentation when you registered your product or warranty extension. Please visit [www.prometheanworld.com/warranty](http://www.prometheanworld.com/warranty) for further information.

**13) Where can I find online technical support/troubleshooting?**

Promethean provides free online technical support through our [Knowledgebase](#).

**14) I have been told that I need to register my product in order to receive a warranty extension. How and where do I register it?**

Register quickly online at [www.prometheanworld.com/warranty](http://www.prometheanworld.com/warranty).

**15) How do I arrange for a warranty repair?**

Please call the appropriate support number, which will depend on whether your product has been registered and the location from which you are calling. There is no charge for calls regarding registered products. Customers incur charges for calls regarding non-registered products. Our Technical Support team can advise you as to what options are available to you according to the warranty extensions you have purchased. Please see the Warranty-at-a-Glance Matrix for more information.

**16) Where can I find the full Terms & Conditions for my warranty?**

You should have received the Warranty Terms & Conditions when you registered your product or warranty extension. You can also find them online at [www.prometheanworld.com/warranty](http://www.prometheanworld.com/warranty).

**17) What is required before I can schedule an on-site engineer visit?**

If you have purchased an On-Site Support warranty enhancement, simply call Technical Support. Our Technical Support representative will diagnose the problem over the phone and, if necessary, will schedule an engineer's on-site visit for the following day\*.

**18) What makes my product eligible for On-Site Support?**

The service is available to customers who have purchased an On-Site Support warranty enhancement.

**19) When will the engineer arrive?**

We strive to respond quickly to all support calls and aim for next-day service\* for requests logged before 12 p.m. local time and located in a metropolitan area.

**20) What is the standard response time for my product to be repaired under warranty?**

Repair times can vary depending on the applicable warranty service. We strive to meet the following turnaround times:

- Return for Repair issues resolved within one week\* from Promethean's receipt of the faulty product.
- Advanced Replacement issues resolved within one week\* from the faulty product being reported to Promethean.
- On-Site Support issues resolved within three days\* from the faulty product being reported to Promethean.

**21) How can I check the status of my product repair?**

Please contact Promethean Technical Support.

**22) What types of damages excluded from my warranty?**

- 1) Products that have not been purchased by the Customer from a recognized Channel Partner or Promethean;
- 2) Products that have been modified, used as component parts of other products be they Promethean or otherwise;
- 3) Products used other than in accordance with the Product instructions;
- 4) Products deliberately or accidentally damaged, howsoever caused including but not limited to damage, faults or loss caused by fire, natural disasters, war, acts of violence or riots, the relocation of equipment, loss, faults or damage to Products in transit, the misuse or abuse of Products, loss or damage to Products caused in whole or part by power failures or fluctuations in power supplies, loss, faults or damage to Products caused in whole or in part by extreme environment (including extreme temperature or humidity), extreme physical or electrical stress or interference;
- 5) Products deliberately or accidentally damaged, howsoever caused including but not limited to damage, faults or loss caused by any substandard installation or repair completed by any installer including a Certified Installer, an Accredited Installer, PSP or suitably competent third party provider;
- 6) Products deliberately or accidentally damaged howsoever caused including but not limited to a cleaning regime not in accordance with the cleaning and maintenance instructions supplied by Promethean available from [www.prometheankb.com](http://www.prometheankb.com) or the application of inappropriate cleaning materials, solvents or abrasives;
- 7) Items such as brackets and fittings which are provided “as-is” and which may be included in the packaging and which may be utilized for the affixing of a warranted Product;
- 8) Consumables (other than as for the Projector Lamp as set out below) including but not limited to batteries, fuses, connectors, trims, buttons, cables, power supply units and pen nibs;
- 9) Products damaged as a result of their use with non-Promethean Products or applications such as laptops or computers;
- 10) Installation exclusions as outlined in Section VIII;
- 11) Promethean will not be held liable for any instances where a Channel Partner has misrepresented the terms or levels of service of any warranties provided by Promethean over its Products. The Customer is responsible for understanding the relevant terms and conditions that apply to any and all Enhanced Warranties prior to purchase.

**23) Why is the warranty on my new ActivBoard different from the warranty on the products I purchased last year?**

Promethean strives to continually improve its warranty and support services. In order to provide a consistently high level of service to our customers, we have enhanced our warranty support, making new warranties available and ensuring a more reliable system of support to our customers. Accordingly, some of our more popular products are now receiving a higher level of warranty cover than they were previously.

**24) Is my software product covered by my warranty?**

Current warranties cover only physical products (hardware). However, in the future, we aim to offer more warranty information regarding software. For more information regarding support for your software, please visit [www.prometheanplanet.com](http://www.prometheanplanet.com).

**Hardware-Specific Warranty Questions:****1) I just had my ActivBoard installed and it doesn't work. What should I do?**

Please contact Promethean Technical Support, and one of our support representatives will diagnose the problem over the phone. Subsequent steps will depend on the nature of the problem and on the warranty that covers your product. Our Support team can advise you further.

**2) Where do I find the model and serial number of my product?**

Please see the User Guide on our [Knowledgebase](#) site for information on finding your Hardware Serial Number.

**3) Does my Promethean hardware require any general maintenance on my part?**

Yes, please see the User Guide on our [Knowledgebase](#) site for information on Projector Care and Maintenance.

**4) Why am I required to call Technical Support with my product questions and issues?  
Can I schedule an engineer on-site visit instead?**

When you call Promethean's Customer Support, we may be able to fix the problem remotely. Of course, you can contact and hire an engineer of your own choosing, but Promethean cannot attest to the engineer's aptitude or qualifications. Also, hiring an engineer not authorized by Promethean could affect the terms and conditions of your warranty. If an on-site visit is necessary, we can provide authorized engineers to service your product.

**5) How do I clean my ActivBoard?**

Please see the User Guide on our [Knowledgebase](#) site for information on cleaning your ActivBoard.

**6) Who pays shipping costs to return products or parts if I have a "Return for Repair" warranty?**

We ask that the customer cover the cost of returning a faulty product or part to Promethean, but Promethean will gladly cover the cost of shipping you a replacement product or part. We may be able to make alternative arrangements as there may be authorized Service Providers in your area, please contact Technical Support for more information.

**7) How should I return my faulty product or part covered under the “Return for Repair” warranty? How should I package it? Should I insure it or request that it be signed for upon delivery?**

Ideally, faulty items should be returned in their original packaging. If the original packaging is no longer available, we recommend you ship through a professional shipping vendor. It's possible that we can make alternate arrangements, as we may have Service Providers in your area. Of course, they will charge separately for their services. Using our recommended service providers ensures the return and delivery of the products, including issues such as insurance and delivery confirmation.

**8) What does a projector “Advanced Replacement” warranty mean? Do I have to take down the faulty projector? How quickly can I expect a replacement projector?**

Advanced Replacement means we will send you a replacement part in advance of receiving the faulty part from you. We aim to have a replacement to you within one week\* of you reporting the faulty product. Uninstalling the faulty product as well as reinstalling the replacement part/product are at the customer's expense, however shipping of the new part/product and cost of the new part/product are at Promethean's expense.

**9) Does my warranty cover the projector lamp?**

In most cases the lamp is covered for three years or 3,000 hours, assuming use in normal conditions and according to the manufacturers' user manual. For specific warranty terms, please see the Warranty-at-a-Glance Matrix.

**10) Why do I have to pay for my projector to be cleaned if it is still under warranty?**

The warranty covers faults in workmanship and other defects, not routine maintenance needs such as cleaning.