



Exclusive Sales and Service for **TOSHIBA** PROFESSIONAL DISPLAY SYSTEMS

## RMA Request Form

### \* Required Information

### Requesting Company

*Request Date:		*Company Name:	
*Model Name:		*Contact Person:	
*Purchase Date:		*Address:	
*Product Location:			
*Location Contact:			
*Return Shipment Address:		*Telephone:	
*Location Telephone / Email:		*Email Address:	

No.	*Serial Number	Warranty IN/OUT	*Defect Symptom	TDS RMA No.	Remarks (Other Comments or action)
1					
2					
3					
4					
5					
6					
7					
8					

IDT / TDS  
 2365 Park Center Drive Unit C  
 Simi Valley, CA 93065  
 (805) 823 -6404 direct service line  
 (805) 823-4956 fax

#### WARRANTY

1. All DLP rear projection units (except lamps) sold or marketed by Toshiba Display Systems are covered under the standard 12 month warranty for parts and labor and one way shipping.
2. All LCD flat panel units sold or marketed by Toshiba Display Systems are covered under the standard 36 month warranty for parts and labor and one way shipping.
3. As the usage and/or operational condition of DLP lamps cannot be controlled, monitored or recorded and the lamp manufacturer will only state an EXPECTED life, there is NO warranty against failure.
4. LCD panels that have prematurely aged or failed due to incorrect maintenance of the product or blocked air filters are specifically excluded from any warranty coverage.
5. On all display products, the warranty period commences from the date the goods are shipped from IDT/TDS's warehouse.
6. This warranty coverage only applies to component and/or product failure and does not cover any damage or performance loss due to age and/or reasonable wear and tear.
7. Neither Toshiba Display Systems nor its agents accept any liability for any other costs, damages or loss, caused by the failure or non-performance of any item, product or component.
8. It remains the final responsibility of the installer, designer, consultant or purchaser to ensure that the product(s) will perform in the desired manner and to the required standard, and in addition, are satisfied that the specifications of any product(s) as issued or supplied by Toshiba Display Systems will prove suitable and/or sufficient to the intended installation or purpose of use.
9. It is implicit that the products have been installed, maintained and operated in strict accordance with the specified parameters as detailed in the installation, technical & service manuals.
10. Any installation, use or operation of the product outside of these stated specifications, or modification of the units, renders the warranty void.
11. Any repair or service attempt by unauthorized person or persons shall also void any outstanding warranty.
12. In the unlikely event of any warranty repair or service being required, the installation or maintenance company will return the failed item (at their expense) to Toshiba Display Systems. On arrival of the product, the Service Manager will evaluate the fault, and if agrees that it is a valid warranty claim, will undertake the repairs as required. When the item has been repaired and the Service Manager is satisfied that it meets the operating specifications, the customer (or returning agent) will be notified and asked to arrange immediate collection of the item, or in the case of warranty repair, Toshiba Display Systems will return the product at our cost.
13. If the Service Manager does not agree that the repair is covered by warranty (for any reason) the customer will be advised. At this point, the customer (or returning agent) can request a quotation for the repair of the product or arrange for collection of the unit.

14. Any product not collected within 4 weeks after the Service Manager has advised that it is either
- i. repaired and ready for collection,
  - ii. not a warranty repair and the customer has declined a repair quotation,
  - iii. been repaired outside of warranty and the customer has been advised that it is ready for collection, shall be disposed of, with no further claim to Toshiba

Display Systems.

15. In the event that the customer/returning agent declines a requested out of warranty repair quotation, Toshiba Display Systems reserves the right to make a nominal charge of \$60.00 per item investigated and quoted.
- a. Unless credit terms have been previously agreed to, all charges for non-warranty repairs are payable before any repair work is undertaken.
  - b. In the event that an out of warranty repair quotation is declined by the customer and/or returning agent, the nominal charge must be paid before goods can be released for collection by the customer.
  - c. In the event the customer/returning agent does not make this payment and subsequently arranges collection of the un-repaired goods within 4 weeks of notification by the Service Manager, clause 14 iii above applies.

**Procedure to Return Products for Warranty or Ex-Warranty Repair**

In all cases, before products are returned to Toshiba Display Systems, the Service Manager must be contacted (by the customer or returning agent) and a Return Materials Authorization (RMA) number issued to the customer or returning agent.

The goods shall then be returned at the customer's expense to the address specified by the Service Manager, with advice documents, giving (i) the RMA number as issued, (ii) a full, complete explanation of the failure and (iii) contact names and details of the customer and/or returning agent.

Acceptance of any product arriving at Toshiba Display Systems (or its agents) without such documentation shall be declined and the carrier delivery agent advised to return the product/item to the sender.

In the instance above, Toshiba Display Systems (or its agents) accept no liability for any loss (in whole or in part) of the product, or any claim for other loss due to failure or loss of the product returned.

**ALL LCD FLAT PANEL DISPLAYS ARE SUSPECTABLE TO IMAGE RETENTION AND ARE THEREFORE NOT COVERED UNDER THIS OR ANY WARRANTY FROM INTEGRATED DISPLAY TECHNOLOGY OR TOSHIBA DISPLAY SYSTEMS**

***METHODS TO HELP PREVENT IMAGE RETENTION***

- 1. Utilize a screen saver whenever possible. A screen saver running at least 6 minutes every hour in itself may prevent any Image Retention issues.*
- 2. Place the panel into standby mode during non-use periods, this will allow the panel to cool and possibly release any Image Retention that may have occurred during the work cycle.*
- 3. Periodically inspect the panel enclosure for dust build up that may be blocking ventilation ports. Poor airflow can cause the panel to overheat and exhibit Image Retention symptoms.*
- 4. Display a White Field then Black Field for 1/60<sup>th</sup> each every 10 minutes. This will help release built up IONS that can cause Image Retention.*

*By using these methods, Image Retention issues in most cases will not occur on LCD flat panel displays.*