

Version: 2.0, March 2023

### Limited Warranty for Starboard Solution Inc. StarBoard Products

Starboard Solution Inc. will provide the following limited warranty to all original end users of the Starboard interactive flat panel displays, interactive white boards, and all accessory equipment including stands, mounts, OPS PC modules, etc. Warranty is limited to first end user purchaser only. If the products ownership is transferred to another party, the warranty will expire and revert to billable parts and labor services. Complete and return the attached Product Registration Form to ensure that your products are covered under this warranty. Be sure to save the product packaging and your product receipt, they will be required if warranty repair is necessary.

#### Coverage

	1 Year	2 Years	3 Years	5 Years
Interactive Flat Panel Displays	√	-	When Registered	Optional with Purchase
Interactive White Boards	√	When Registered	-	Optional with Purchase
Mobile Stands	√	-	-	-
OPS and All Other Accessories	√	-	-	-

Interactive Flat Panel Displays – Warranty coverage is for Three (3) years from the date of purchase and requires registration. The core display panel is warranted for one (1) year from the date of purchase. See user manual for details.

FX Series Interactive Whiteboards – Warranty coverage is for two (2) years from the date of purchase and requires registration. Electronic Pens, USB cables and supplied accessories are warranted for one (1) year from the date of purchase.

Open Pluggable Specification (OPS) Computers - Warranty coverage is for one (1) year from the date of purchase and requires registration.

Mobile Stands - Warranty coverage is for one (1) year from the date of purchase and requires registration.

Except as specified below, this warranty covers all defects in material and workmanship in the products. The following are not covered by the warranty:

1. Any product on which the serial number has been defaced, modified, or removed (if applicable).
2. Damage, deterioration or malfunction resulting from:
  - a. Accident, misuse, abuse, neglect, fire, water, lightening, or other acts of nature, unauthorized modification for any purpose, unauthorized modification or failure to follow instructions supplied with the product.
  - b. Repair or attempted repair by anyone not authorized by Starboard Solution Inc.
  - c. Any damage in shipment of the product (claims must be presented to the freight carrier)
  - d. Any other cause that does not relate to a manufacturing defect.

#### Warranty Service Procedure

1. To obtain service on your Starboard Solution Inc. product, call StarBoard Support at 1-800-615-9855 to obtain a Return Material Authorization (RMA) number and shipping instructions.
2. Whenever warranty service is required, the original dated sales Invoice (or copy) must be presented as proof of warranty coverage, and should be included in shipment of the product. Please also include your name, address, telephone number and description of the problem.
3. End user is responsible for the shipping costs of sending the unit to Starboard Solution Inc. repair facility.
4. Starboard Solution Inc. is responsible for ground shipping costs of sending the repaired or replacement unit back to the end user.

Note: If Starboard Solution Inc. determines that the product is not defective within the terms of the warranty, the end user will be responsible for all shipping charges.

#### DISCLAIMER OF WARRANTY

THE FOREGOING WARRANTIES ARE THE SOLE AND EXCLUSIVE WARRANTIES IN CONNECTION WITH THIS PURCHASE. STARBOARD SOLUTION INC. DISCLAIMS ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. STARBOARD SOLUTION INC.'S SOLE LIABILITY SHALL BE FOR THE REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS, AND IN NO EVENT WILL STARBOARD SOLUTION INC. BE LIABLE FOR SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES.

For more information on existing StarBoard product, please contact our StarBoard Support toll free at 1-800-615-9855 or via e-mail to [help@starboard-solution.com](mailto:help@starboard-solution.com) or visit us at [www.starboard-solution.com](http://www.starboard-solution.com)

**Important! All products returned to Starboard Solution Inc. for service must have prior approval, in the form of a Return Material Authorization (RMA) number, which may be obtain by contacting our StarBoard Support at 1-800-615-9855.**