



Ricoh Australia Pty Ltd
ACN 000 593 171
ABN 30 000 593 171

Warranty Statement for Ricoh Projectors

IMPORTANT NOTICE

This Warranty applies to Projectors 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

Product Description	Projector Warranty Period (excluding lamp)	Lamp Warranty Period (when supplied with Projector)
Ricoh Projectors	36 (thirty-six) months	6 (six) months or 1,000 hours of use (whichever comes first)
Factory reconditioned models	12 (twelve) months	3 (three) months or 250 hours of use (whichever comes first)
Ricoh Lamp (when purchased as replacement)		6(six) months or 1,000 hours of use (whichever comes first)

TERMS OF THE WARRANTY

1. In addition to any warranties implied by law which may not be excluded, restricted or modified, Ricoh warrants that the Product you (“the Customer”) have purchased from Ricoh or a Ricoh Authorised Outlet, is free from manufacturing defects for the time specified in the Warranty Period from the date of original purchase. Your sales receipt, showing the date of purchase of the Product, is your proof of the date of purchase.
2. For Warranty Service, please contact the Ricoh Contact Centre and follow the instructions at the end of this Warranty Statement. The Contact Centre may require the Customer to take the Product to the nearest Ricoh Service Agent for Warranty Service.
3. Warranty will be provided only for the Product purchased and used within Australia.
4. During the Warranty Period, Ricoh at its option, shall either repair or replace any Product which fails to meet the Product’s specification within the Terms of Warranty expressed herein (“Warranty Service”).
5. Replacement parts may be new or reconditioned. All parts which are replaced or exchanged under this Warranty become the property of Ricoh.
6. Any user-data saved on the Product may be lost during the Warranty Service. It is the Customer's responsibility to ensure all user-data is backed up and restored.
7. If Ricoh deems the fault is due to the failure of the Lamp or filter, and the Lamp or filter is covered under Warranty, Ricoh will provide a replacement Lamp or filter directly to the Customer. The

Customer will be required to fit the Lamp or filter according to the Operators Manual. No additional costs will be borne by Ricoh for the replacement of the Lamp or the filter.

8. This Warranty is conditional on the Customer operating the Product within the manufacturer's specifications, user maintenance and in accordance with all operator manuals supplied with the Product.
9. This Warranty does not cover installation or maintenance of software.
10. Some Products may at times display "Dead" or "Miscoloured" pixels; this is not a malfunction and is due to the high tolerance of producing the optical engine. Warranty Service will only apply where there are more than eight individual pixels or clusters of two or more pixels that do not work.
11. This Warranty does not include preventative maintenance or repairs required for failure of the Product due to normal wear and tear, mains supply electrical surges, lighting strikes, water damage or any other acts of nature, incorrect electrical voltage, neglect or misuse by the Customer or operator, installation or use of the Product outside of its specifications or contrary to normal operation described in the Operators Manual, or repair or service by any other party other than a Ricoh Service Agent or repair not authorised by Ricoh. Damage to the optical engine due to burnt in images. (Screen and power savings modes should be used to prevent this failure).
12. The Warranty will be void if the serial number plate is damage, removed or tampered with.
13. To the full extent permitted by law, Ricoh will not be liable for any loss or damage whether arising in contract, tort or otherwise (including liability for negligence or for breach of a term, condition or warranty implied by law) including without limitation, direct losses, damages or expenses arising out of or in connection with this Product.

ADDITIONAL RIGHTS

The Competition and Consumer Act 2010 (Cth) and similar State and Territory legislation provides to the Customer in certain circumstances, rights, remedies, conditions and warranties which cannot be excluded ("Statutory Warranties"). In such circumstances the Customer shall have the benefit of the Statutory Warranties and this Warranty.

Nothing contained in the Warranty Statement excludes, restricts or modifies any Statutory Warranties, which shall prevail if there is any inconsistency with this Warranty Statement. For warranties, which cannot be excluded, Ricoh limits the remedies available to those specified in the relevant legislation. To the extent permitted by law, all other expressed or implied warranties, representations and liabilities in respect of the Product are excluded.

For further information concerning Warranty Service please contact Ricoh Australia Pty Ltd at:

2 Richardson Place
Mail to: Locked Bag 2044
North Ryde NSW 1670 Australia

Or please call our Ricoh Contact Centre:

Telephone 13RICOH
Facsimile (02) 8977 1100

PLACING A WARRANTY SERVICE CALL

1. Before making contact with the Ricoh's National Contact Centre ensure you have the following information:
 - a. The serial number of the Product
 - b. Proof of purchase
2. Call the Ricoh Contact Centre on 13RICOH
 - a. If possible make the call while close to the Product as the operator may need to ask specifics about the fault or display
3. The proof of purchase may be required before repairs are commenced