

# Hatch Limited Warranty

## INTERACTIVE WHITEBOARD



*The Early Learning Experts®*

### Thank you for purchasing the Hatch Interactive Whiteboard.

Hatch includes a three-year limited warranty, initial on-site installation and training session, toll-free technical support and free online training.

### Warranty Coverage

The limited warranty begins on the date of product shipment. If an item proves defective within the first 90 days, Hatch replaces the defective item with a new one. Products proven defective after 90 days and within the period may be replaced with a unit of similar condition.

Shipping charges for repair and replacement products covered under warranty are paid by Hatch within the continental United States. The customer is responsible for shipping charges to and from Alaska, Hawaii and Puerto Rico. User-induced issues are NOT covered under the limited warranty.

User-induced issues not covered by the limited warranty include, but are not limited to exposure to viruses/malware, electrical surges, improper use, abuse, and neglect. The warranty does not cover theft, vandalism, or acts of God (electrical storms, floods, earthquakes, etc.). Assistance with out-of-warranty issues is available through Hatch's Repair Center with charges applied.

### Standard Warranty

The Hatch Whiteboard solution includes a three-year limited warranty on the Whiteboard, CPU, projector and projector mount that covers any defects in workmanship and materials:

- The projector lamp, used under normal projector operating systems (not over eight hours per day and 260 days per year), is covered by warranty for 250 hours or 90 days, whichever comes first
- If an item proves defective within the first 90 days, Hatch will replace the defective item with a new one
- User-induced issues are not covered under the limited warranty
- User-induced issues include, but are not limited to: exposure to viruses/malware, electrical surges, improper use, abuse and neglect
- The three-year warranty does not cover theft, vandalism or Acts of Nature (flood, earthquake, etc.)

### Extended Warranty

Hatch provides a one-year warranty extension that follows the same guidelines as the standard warranty, extending it by the specified time frame. This warranty can only be purchased at the time of sale.

<b>Interactive Whiteboard Part</b>	Warranty coverage after invoice date
Hatch Computer	3 years
Projector	3 years
Lamp (Projector Bulb)	250 hours or 90 days, (soonest reached)
Projector Mount (Boom)	3 years
Whiteboard	3 years

## **Return-for-Repair Service** (available for in warranty customers)

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For Repair Service, customers can obtain a Repair Authorization (RP) through our Technical Support line. An RP is required to begin the Repair Service process. Customers who choose an RP indicate agreement to pay any user-induced damage including shipping and handling charges. Emailed instructions explain how to package items in their original boxes or in boxes of similar size. Hatch schedules a pick-up arrangement. Please package return items with care, as return damage is not covered by Hatch's warranty and may result in additional charges. After repairs are complete, the item will be returned to the customer for use.

*Note: Hatch is not responsible for any customer-installed software applications or saved files. Please back up all necessary information prior to shipping the product to Hatch.*

## **Out-of-Warranty Service**

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At the end of the limited warranty period, Hatch's toll-free Technical Support remains available at no charge. For any out-of-warranty support, please contact Technical Support by calling 800.624.7968 option 4 or by using our online Technical Support request form. Should out-of-warranty issues develop that cannot be resolved over the phone, a Repair Authorization (RP) is required to begin the repair service process. Customers can obtain a RP through our Technical Support line. Each out-of-warranty product returned to Hatch's Repair Center incurs a non-refundable charge of \$100 that covers repair evaluation and shipping/handling fees. This fee is applied to the customer's total repair invoice. Upon completion of evaluation, Hatch sends a repair cost estimate to the customer for approval. If the customer approves the repair estimate, Hatch ships the repaired item and an invoice for the complete balance to customers with within two business days of approval. If the customer does not approve the estimate, Hatch ships the item back to the customer without repairs completed.

## **Hatch Interactive Whiteboard Care**

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Hatch includes a cleaning kit with each Hatch Interactive Whiteboard. To clean your Hatch device, use the included lint-free microfiber cloth and non-abrasive mild cleaner. When cleaning the Hatch Interactive Display, it is very important to spray the cleaner on the cloth and NOT on the display. With your lightly damp cloth, simply wipe the display clean.

## **Training and Professional Development**

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Hatch provides initial on-site installation and training to ensure the Hatch Interactive Display is effectively implemented. To support our customers after the initial on-site implementation and instruction, Hatch provides free online product training. To access our online professional development options, please visit [HatchEarlyLearning.com/Customer-Support/Hatch-Training](http://HatchEarlyLearning.com/Customer-Support/Hatch-Training).

## **Technical Support**

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Should an issue occur, you can find troubleshooting and Frequently Asked Questions on the Hatch website. Visit [HatchEarlyLearning.com/Customer-Support/Hatch-Tech-Support](http://HatchEarlyLearning.com/Customer-Support/Hatch-Tech-Support). Should additional support be needed, please call our Technical Support team at 800.624.7968 option 4 or request help using our web form found on the Technical Support webpage.

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### **Hatch Customer Care**

800.624.7968 option 4

[CustomerCare@HatchEarlyLearning.com](mailto:CustomerCare@HatchEarlyLearning.com)

[www.HatchEarlyLearning.com/customer-support/](http://www.HatchEarlyLearning.com/customer-support/)

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